



## CHAIR'S CORNER

**Alvin Langstaff**

February already! Can spring be far behind? I trust you all had a satisfying Valentine's Day. I spent the day with my granddaughters playing at wineries in the valley while my wife, daughter and son-in-law enjoyed the various offerings of red wine and chocolates for which this area has become famous. There are a few things that contribute something special to quality of life and for me - granddaughter time is one of them.

Speaking of quality, I hope you all have taken the opportunity to respond to the ASQ national survey which was sent out last month. Even though it takes a few minutes out of your day to respond it is important to add your voice to those of your colleagues and let the organization know what's working and what isn't. On that subject, you can expect to receive a short survey from Section 614 in the near future. We will be asking about your experience with the section and soliciting input on future training and program offerings.

We are still taking nominations and expressions of interest for next year's officers. If you have an interest in influencing Section activities, please contact any current officer, or Robert Boykin, the nominations chair. We will finalize at the March 2 meeting and either affirm the slate if there is only one nomination per office, or set up to hold an election if there are multiple nominations.

And finally, don't forget to sign up for the March 2nd dinner meeting. We will have Jeanne Dillner of the Surgical Implant Generation Network (SIGN) as our guest speaker. As we mentioned in a mass email, SIGN had dispatched medical assistance to Haiti to help treat those injured in the recent earthquake. As Ms. Dillner was very much involved in that effort, we postponed her talk to March. We look forward to hearing more about this organization and the services they provide on the 2nd.

Hope to see you there.

- Alvin

## VICE-CHAIR'S CORNER

**Deborah Coffey**

### Volunteer Satisfaction

I have spent a lot of time trying to understand why people join organizations and the motivations for attendance and contribution. As a former fire chief in my non-paid job for a volunteer department in New Mexico, retention of members and participation was a life and death question for the fire department leadership team as well as the community protected by the Department's members. In any volunteer group, there seems to be a core of participants and often the chair, vice-chair, secretary and treasurer positions or equivalents are swapped among the core members. When my husband and I joined the fire department, we made a decision after the first year to quit. The core group was surprised by our decision and asked us why. For us it was very simple, we felt like outsiders, we were not given key information, and we did not feel that our presence or absence was all that important to the group's existence. As an example, on a fire call we were instructed via radio to pick up fire and tanker trucks at the substation. And we would have been more than happy to do so, had we known 1) where the heck the substation was and 2) the code to the key pad to open the door to get the trucks out. The good things that came about from this experience were that we stayed members, folks listened to our concerns and a great new member orientation class was born.

While ASQ does not function in a life or death environment, ASQ does have some important reasons for existing: professional development, especially certifications; peer networking; training in many aspects of quality; and local networking and socializing with folks in other local businesses. Be certain there are core members, but not everyone is a long-term member and within the last few years, some of the long-term folks have relocated to places like Oakridge and Savannah River. The ASQ leadership team encourages anyone who wants to run for a leadership position to let us know and we will be happy to nominate them for office. Some help and handholding will be provided. We have looked into our hearts and realize that we can do a better job sharing critical information with newer folks. Some new folks have asked us to use our social networking time at the beginning of meetings in a more structured way to answer questions about use of the national ASQ website and bulletin boards, provide details about planning and preparing to be certified, and perhaps consider providing study resources for certifications or help to form study groups. So, if you have ever had a gripe, a suggestion, an observation or a passing fancy – we'd really appreciate hearing from you so we can improve our meetings and presentations, and support to the local Columbia Basin chapter members. The chapter can function in several ways; so if you have great ideas they might have great impact. Looking forward to hearing from you. - Deborah



# March 2, 2010

## American Society for Quality Columbia Basin Section 614



Tuesday,  
March 2, 2010

## Leaving Behind a Lasting Legacy

### LOCATION:

Shilo Inn  
50 Comstock  
Richland, Washington 99352

Jeanne Dillner, CEO

### Surgical Implant Generation Network

5:30 p.m. - Check in/Networking  
and no-host cocktail service  
6:00 p.m. - Dinner  
7:00 p.m. - Presentation

*Our speaker, Jeanne Dillner, responded in January with SIGN to the disaster in Haiti. In addition to the presentation originally planned for last month's meeting, she will now also provide an update on how SIGN helped people injured in the earthquake and a first-hand report of the conditions there.*

### DINNER BUFFETT MENU:

The Chef and crew at O'Callahan's Restaurant always provide a fine and varied buffet dinner for us at the Shilo Inn. The buffet usually includes two entree' choices, plus accompanying vegetable, a number of tasty salads, and a vegetable and/or fruit tray.

Your choice of coffee, tea or decaf is included with dinner. And don't forget to save room for dessert!

### Cost:

\$17 ASQ members  
\$20 non members  
\$5 presentation only

Reservations are requested by February 25. E-mail [panda\\_2@charter.net](mailto:panda_2@charter.net) with your name, phone number, company affiliation, and type of reservation, or call Alvin at 371-2221.

**Note:** All no shows will be billed unless cancelled 48 hours in advance.

For more information about ASQ, our local section, and other upcoming events, please check our website at [www.asq614.org/](http://www.asq614.org/).

SIGN recognizes the impact of trauma on the people living in developing countries. Road traffic accidents, conflicts, falls, and natural disaster often cause injuries such as severe fractures. SIGN supports those surgeons who treat the victims of trauma. In addition to coordinating the training of surgeons in poor countries, SIGN designs and manufactures FDA-cleared surgical implants and instruments and donates them to under-resourced hospitals in developing countries. The equipment has been designed specifically for use in hospitals where real-time imaging and power equipment are unavailable.



SIGN is different from other medical humanitarian organizations because there is a commitment to provide surgeons in developing nations with training and instrumentation so that the local surgeon has the tools he needs to treat his patients. This is different from other organizations that swoop in, perform miracles and leave.



**Above:** Pre- and post-op x-rays of a patient with a fractured femur. The post-op x-ray shows a SIGN nail that has been implanted.

SIGN's mission is to successfully build local orthopaedic surgical capability while improving the quality of fracture care for the injured poor. SIGN designs and manufactures orthopaedic implants and instruments at SIGN headquarters in Richland, Washington, and donates these products to surgeons abroad. This donation only occurs once surgeons have been trained in the SIGN surgical technique. SIGN commits to providing both ongoing training and equipment so that surgeons can continue to treat the poor within hours of their injury.

Once trained, many SIGN surgeons take on the responsibility of teaching the SIGN technique to other surgeons within their department, in other hospitals within their country and in hospitals in neighboring countries. SIGN surgeons regularly present their results of SIGN surgeries at regional orthopaedic conferences and are encouraged to attend the international SIGN conference held at the headquarters in Richland, Washington, each year.

### About the Speaker:

Jeanne Dillner has been with SIGN since its inception and has held the position of CEO since 2001. She regularly travels with Dr. Zirkle to assist with training and building relationships with the local orthopaedic surgeons. Previous to SIGN, Ms. Dillner was President of J. Dillner Consulting. She held lead finance positions at the International Atomic Energy Agency in Vienna, Austria and at Pacific Northwest National Laboratories in Richland, Washington.

## SECTION 614 MEMBERSHIP

As of February 4, 2010, we have 81 members in our Section. New members to the Section are Janice Allison, Doris Brown and Chuck Paulus. As new members, Janice, Doris and Chuck are eligible to receive one free dinner meeting on the Section. Please make your reservation for an upcoming meeting soon!

## UPCOMING EVENTS

### Achieving Excellence in Healthcare March 1 – Dallas, Texas

This is a conference focused on using the Baldrige Criteria to change healthcare. Keynote presenters include representatives from three past Baldrige winning healthcare organizations. Click [here](#) for more information.

### Register by April 1 to Save \$100 on World Conference on Quality Improvement (WQCI) May 24-26 – St. Louis

Keynote Speakers include: Alan Mulally, President and CEO of Ford Motor Company; Robert Stephens, Founder and Chief Inspector, Geek Squad; and Terry Jones, Founder and former CEO of Travelocity. Other highlights include numerous educational opportunities and sessions, a career fair, and the annual International Team Excellence Awards. Click [here](#) for more information.

## WEBSITES FOR OTHER ASQ SECTIONS

Seattle Section (#606) - [www.asq-seattle.org](http://www.asq-seattle.org)  
Spokane Section (#619) - [www.asq.org/sections/mini-sites/0619/about.html](http://www.asq.org/sections/mini-sites/0619/about.html)  
Southwest Washington /  
Vancouver Section (#627) - [www.asqswwa.org](http://www.asqswwa.org)  
Portland Section (#607) - [www.asqpd.com](http://www.asqpd.com)

## 2009-2010 SECTION 614 LEADERSHIP TEAM

<b>Section Chair (and Programs &amp; Publicity)</b>	Alvin Langstaff
<b>Vice Chair and (and Programs &amp; Publicity)</b>	Deborah Coffey
<b>Treasurer</b>	Howard Rew
<b>Secretary (and Programs &amp; Publicity)</b>	Jo Haberstock
<b>Division Liaison and Section Historian</b>	Dennis Arter
<b>Certification/Recertification</b>	Howard Rew
<b>Audit</b>	Clark Beus
<b>Webmaster</b>	Phil Crook
<b>Education</b>	Laura Suddath
<b>Newsletter (and Programs &amp; Publicity)</b>	Robert Boykin

You can find out more about Section 614, including contact information for Leadership Team members, on our [website](#). If you are interested in helping with any of the Section teams, please contact the team lead or an officer. We are always looking for willing volunteers!

## PUBLICATION INFORMATION

The ASQ Columbia Basin Section 614 newsletter is published on a regular basis to inform members and potential members about Section 614 activities and other news/information that might be of value to quality professionals. To be considered for the next newsletter, input must be received by the 15th of the month.