



CHAIR'S CORNER

Alvin Langstaff

Greetings quality professionals. It's hard to believe summer is upon us. Personally, I think we've had a high quality spring because it's been cool and the wind has blown only on some of the days.

In May, I had the opportunity to attend the ASQ World Conference in St. Louis, Missouri. I will recount some highlights in a future communiqué, but from a quality perspective, I'll offer a few observations about the differences between Minneapolis (where last year's conference was held) and St. Louis. Minneapolis is pedestrian friendly and has a wide selection of microbrews. St. Louis offers mostly mainstream American beers and does not make it easy for pedestrians to get around.

For example, the convention was held directly across the street from the conference hotel, but access to the convention was via a street level pedestrian cross walk with a "push to walk" button that appeared to have no connection to the walk signal. The hundreds of people staying at the hotel and wanting to cross the street learned within the first few hours that crossing against the light was the only way to avoid an interminable wait. Interestingly though, as I walked around St. Louis, I observed numerous pedestrians but hardly any of the traffic lights were pedestrian friendly. Not surprisingly, the common practice was to ignore the walk signal and just cross when the roadway was clear. I don't mean to say that the locals obstructed traffic; they just seemed to know that the light was not going to change in their favor anytime soon, so they would dart across the street at every opportunity. It reminded me of some of our business processes that, when they aren't user friendly, are simply ignored or worked around. We humans tend to do what makes sense, regardless of the rules.

The traffic lights notwithstanding, St. Louis is an interesting town to visit. A ride to the top of the arch is a must do and the museum under the arch depicting the nation's westward expansion is worthwhile too. On game day, St. Louis Cardinal fans are visible as far as the eye can see. As for the beer, I made do with Coors and Bud, just like the natives. Next month we'll talk about the conference highlights.

- Alvin

AUDITING IN A SPIRIT OF COOPERATION

**Submitted by Laura Suddath,
QA Engineer - Field, Intermech**

It has been my experience over years in the business world that surveillances and audits are often the victim of a lack of knowledge of resources versus a lack of actual information. In other words, many companies that are audited have the information the auditors are looking for, they just don't know it; don't know where to look for it; or don't stop long enough to "think" about where else it can be found. Frustration sets in and audit findings are written when neither is necessary.

For years, surveillances and audits were seen as "the dark side." People dreaded the annual audit. Over time, businesses have come to realize that surveillances and audits actually assist all parties to remain within, or improve processes and procedures to ensure the client receives the product they expect in the manner in which they expect it to happen, based on what they were told. This spirit of cooperation between auditors and companies produces a far more realistic and results-oriented approach to solving missing information issues.

When information is missing or questionable, it is prudent to stop or put the audit down and think about where else that same information might exist. For example, someone out on a construction site might not have the information at hand, but someone at the corporate offices might. If that information was inadvertently misplaced, misfiled, or lost (even on the computer), maybe another department has the same information in a different format. I have never experienced a situation where the information could not be discovered one way or another, but I attribute that to years of business experience in various departments that allowed me to understand how the audit trail of information works and where it is often duplicated. Some people have not had the opportunity to work in every department, so consulting other coworkers may be needed in order to satisfactorily complete the audit.

However the information comes to light and is provided, an audit should be a positive experience for all parties with the end result being either satisfactory or resulting in a report about needed improvements. No matter the outcome, it is a win-win-win (company-auditor-client) situation.

LET THE SEEDS GROW

by Chris Widener

The thought that every great thing that has ever happened, been spoken or invented began first with a single idea is not a new one, but it's one I don't think many people have taken to heart.

I find that many people are constantly getting ideas. That is, their mind is producing many new thoughts on a regular basis. This is incredible, because that means that the seeds for great things are right there in the soil of our minds and hearts.

Unfortunately, we all too often do not let those seeds grow. Instead, we dismiss the idea.

We will never know, but I wonder who it was that first *thought* of the light bulb, but dismissed the idea. I wonder who it was that first saw the automobile in their mind's eye, but dismissed the idea. Who was it that thought up the way to run computers but allowed the seed to slip away?

Let these seeds grow! Do not dismiss any idea as a bad one immediately. Write your ideas down. Look at them for a week or a year. Brew over them. Consider them. Let them *grow*. In the end, you may need to dismiss them, but not before you give them a chance to grow into something incredible that may change your life, your family, your business, your community or your world. If you let your ideas grow, you will surely see many great things happen in your life.

Let your seeds of ideas grow - see what they may become!

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QUOTE OF THE MONTH

"The measure of success is not whether you have a tough problem to deal with, but whether it's the same problem you had last year."

- John Foster Dulles, Secretary of State, Eisenhower Administration

SECTION 614 MEMBERSHIP

As of June 28, 2010, we have 88 members in our Section.

2010-2011 SECTION 614 OFFICERS

(Note: The new section year starts in July)

2010-2011 SECTION 614 LEADERSHIP TEAM	
Section Chair (and Programs & Publicity)	Alvin Langstaff
Vice Chair (and Programs & Publicity)	Jo Haberstock
Treasurer	Barbara Gillespie
Secretary (and Programs & Publicity)	Deborah Coffey
Division Liaison and Section Historian	Dennis Arter
Certification/Recertification	Howard Rew
Audit	Clark Beus
Webmaster	Phil Crook
Education	Laura Suddath
Newsletter (and Programs & Publicity)	Robert Boykin

PUBLICATION INFORMATION

This 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.