



CHAIR'S CORNER

Alvin Langstaff

The section is looking forward to a diverse and interesting season of speakers and tours for the coming year. We will provide more details as the events draw near but just to give you a hint, we are planning to learn more about Stirling engines and sunshine, identical trees, one of a kind fabrications, brewing, ASQ region 6a, a regional shipping port and we'll throw in some interactive discussions of how humans play into the quality picture. We'll start off on September 14 with Angelica Reyes of Infinia Corporation and tour the GreenWood Resources' Boardman Tree Farm on October 15.

On another topic, I started to think about the concept of value the other day when my wife asked me to find an item that we both knew we had owned several years ago. I never found the item but, in looking for it, I came across several other odds and ends that I had stored away over the years because I just knew they were valuable. The funny thing is, I couldn't remember why I thought they were valuable and they just looked like junk to me now. Admittedly, I couldn't quite bring myself to throw these things away yet but they certainly don't appear to have retained their "value."

Concurrent with that experience, I started reviewing all my electronic files at work to see what other things I've stored away as "valuable" that really aren't anymore. It turns out there is quite a bit of stuff sitting out there in cyberspace that no longer has any value to me. The problem is that it's so easy to just save something for later without really analyzing its worth for the future. So, my new goal is to at least throw away or delete one thing for each new item that I store away. Ask me in six months how I'm doing at it.

Finally, I would like to thank those of you who responded to our member survey. We are interested in continuing to improve the section's offerings but I realize that our geographical spread can make it a challenge to attend the physical gatherings. I invite those of you who live farther away from the Tri-Cities to offer up a tour or activity at your location. There are some of our members and non-members as well who are more than willing to try a road trip from time to time. And the survey is still available so please respond if you haven't yet.

Hope to see you at the September meeting.

- Alvin

VICE-CHAIR'S CORNER

Jo Haberstk

Are you all excited about our new (section) "year" starting up again in September? Well, if you aren't, you should be, as we've already got some very good programs lined up for this year.

Our September 14 dinner meeting should be very interesting, with Angelica Reyes from Infinia Corporation as our featured speaker. Many of you participated in our site visit to Infinia a few years ago, just shortly after they had moved into their new facility in Kennewick. I'm really looking forward to learning about their latest projects and products, and I hope you will all be able to join us for this meeting.

I know that a lot of you may not live right in the Tri-Cities area, which can make it a bit of a challenge to attend all the section meetings and site visits. But for those who don't live too far away, please consider sharing our meeting announcements with your work colleagues and friends; perhaps a few of you could make plans to drive together to the Tri-Cities for some of the meetings this year? We have a couple of very dedicated members who often drive from the Ellensburg/Yakima area. And although I'd like to think it's the great topic or speaker we've planned for each month that keeps them carpooling to the Tri-Cities on a fairly regular basis, I suspect that they also just enjoy the opportunity to spend time on the drive discussing the latest hot topics in the news, politics, etc., as well. Whatever their reasons, we always enjoy their company at our meetings!

And for those of you in the outlying areas, we've said it before and I will mention it again – If your company would like to host a site visit, show our members around, and share your quality philosophies, we are always open to considering "road trips" to another community/area. We've visited wineries in Paterson and Prosser, the wind farm near Ellensburg, and Camp Outlook in Connell, among other places, in the past few years.

Our first site visit this year will be in October, when we will visit the GreenWood Tree Farm near Boardman, Oregon. We will learn about GreenWood Resources, a company that prides itself on developing and managing sustainable, environmentally certified tree farms that help reduce reliance on natural forests and non-renewable energy sources. Mark your calendar now for October 15!

- Jo

Tuesday,
September 14, 2010

LOCATION:

Shilo Inn
50 Comstock
Richland, Washington

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

DINNER BUFFET 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 September 9. E-mail 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 and other upcoming events, please check our website at www.asq614.org/

“Focus Your Energy”

What are they up to now?



Angelica Reyes Infinia Corporation

Infinia got its start in 1985 (as Stirling Technology) by developing an implantable heart assist pump. This device was based on an extremely reliable Stirling engine and incorporated Infinia components and technologies still in use today.

Today, Infinia is an aggressive team commercializing a compelling and uniquely scalable solar power solution that will enable broad access to inexpensive, mass-manufactured solar power. Infinia is also working on a number of other unique energy conversion products that offer the potential to dramatically increase energy efficiency and cost effectiveness.

Infinia Corporation is a solar energy technology company and the developer of the PowerDish, a proprietary solar power generation product that converts solar energy into electricity. The PowerDish is expected to be sold globally beginning in late 2010 and will be initially sold to energy asset developers, utilities, commercial companies and others engaged in deploying large scale solar asset projects. Since its inception, Infinia has been delivering super-high reliability, zero-maintenance, free-piston Stirling engines and power systems to commercial companies and U.S. government agencies.

Infinia's vision is to improve the quality of life on our planet by changing the way the world uses energy. Join us on September 14 to learn more about the following:

- Company History
- Current Projects
- Ensuring Excellent Outcomes
- Challenges and a Bright Future
- Questions & Answers

About the Speaker:

Angelica Reyes serves as the Manager of Compliance at Infinia. In this capacity, she is responsible for ensuring that all products deployed meet all applicable laws, orders, rulings and regulations. She is responsible for ensuring that compliance is designed into the product and that all necessary certifications are in place. She also leads Infinia's Change Management process, ensuring that all changes take place in a controlled and coordinated fashion so that designs and documentation are released with integrity and properly implemented. Since starting at Infinia in June 2008, Angelica has worked to ensure that processes are in place to ensure that reliability is designed into the product, and quality is built into the product realization processes such as supply chain, manufacturing and assembly.

BUSINESS CONTINUITY MANAGEMENT

Submitted by Dennis Arter, Fellow ASQ

There are now three standards for Business Continuity Management:

- BSi 25999, for sale from the British Standards Institute
- ASIS BCM 1, for sale from ASIS (formerly American Society for Industrial Security)
- NFPA 1600, free download from National Fire Protection Association

This will change to two as BSi and ASIS have combined their individual standards into one. The joint standard was approved by the writing committee on July 22, 2010, and is now out for public review before acceptance by ANSI (the American National Standards Institute). You can obtain a copy for review and provide your comments back to the committee, as described in the August 6 issue of ANSI's *Standards Action*:

BSR/ASIS/BSI BCM.01-201x, Business Continuity Management Systems - Requirements with Guidance for Use (Joint ASIS International and British Standards Institute (BSI) Standard) (new standard)

Specifies requirements for a business continuity management system (BCMS) to enable an organization to identify, develop, and implement policies, objectives, capabilities, processes, and programs - taking into account legal and other requirements to which the organization subscribes - to address disruptive events that might impact the organization and its stakeholders. This Standard specifies requirements for planning, establishing, implementing, operating, monitoring, reviewing, exercising, maintaining, and improving a documented BCMS within the context of managing an organization's risks.

Single copy price: \$50.00

Obtain an electronic copy from:

aivelis.opicka@asisonline.org

Order from: Aivelis Opicka, (703) 518-1400,

aivelis.opicka@asisonline.org

Send comments (with copy to BSR) to:

standards@asisonline.org

My personal opinion is that the BSi/ASIS document will become the one used by most businesses. It seems to focus on results more than bureaucracy. This is a hot topic right now, with climate change and international trade adding complexity to business (and government) operations.

SECTION 614 MEMBERSHIP

As of August 24, 2010, we have 90 members in our Section.

LEVELS OF QUALITY

Submitted by Deborah Coffey, ASQ Secretary

I recently attended a Software QA class (sponsored by our ASQ Section 614!) where the first step of the process is to determine the requirements. The choices were basic or minimum quality, expected quality and exciting quality. Basic quality is defined as the things the customer expects to have similar to a car having 4 tires, a steering wheel and an engine. The basic quality level does not really satisfy the customer. The next level of quality is expected quality and this will satisfy the customer, but as the quality level increases the customer will be increasingly satisfied.

It was the concept of exciting quality that caught my attention. The idea that there are attributes the customer may not even know they want, but they love them when they see them. Now we all know that in the current economic climate that includes much talk of belt tightening, what we are often asked to provide is basic quality. I know when I have to work at this level, neither I nor the customer are especially happy, and certainly no one is ecstatic or excited. Working at a level where we provide just the basics is boring. But, when we apply a little imagination and effort, I think as quality professionals we can generate interest in our work for ourselves and provide our customers with a bit more than they expect.

So think about providing tools that help get the work done, or value added audits and reports, and anything else you can think of that ups the WOW-factor. Today's challenge is be creative. Add some creativity to what you do best and make yourself happy and your customer delighted. What's there to lose?

WE ALL HAVE VALUE

Submitted by Robert Boykin, ASQ Newsletter Editor

I met a neighbor the other day,
Turned out we had a lot to say.
We joked about how long it took,
Longer than to write a book.

It took three years to walk 300 feet,
The distance between the meet and greet.
Or was it an indifference to get involved?

Don't let this happen to you for any reason,
Come to a section meeting this season.
You might learn something new, meet a neighbor,
or better yet, gain a friend.

ASQ WORLD CONFERENCE EXPERIENCE

Submitted by Phil Crook, ASQ Webmaster

This was my first ASQ World Conference on Quality and Improvement (WCQI). I had high expectations in the quality of this conference and opportunities to meet leaders in the field of quality and process improvement. I am pleased to say it exceeded all my expectations. Because of the importance of ASQ 2009 World Conference on Quality and Improvement, I wanted to attend this event and focus on the following:

- Learning new and classic quality tools, methodologies, and techniques
- Making an immediate impact in my workplace
- Attending in-depth breakout sessions
- Networking with more than 2,000 attendees and exhibitors
- Benchmarking best practices from other quality professionals
- Gaining inspiration to take back to my workplace

My first goal was what key take away could I take back to my workplace. We had the pleasure of listening to Alan Mulally, Ford CEO, as one of the keynote speakers. One of the topics he spoke on was his challenges when he first came to Ford, and he wanted to set a new expectation of culture within the Ford Corporation. Mr. Mulally developed a card that all employees would carry on them that had his vision of Ford's mission on one side, and how they could achieve this goal on the other side. I thought about how I could use this concept in my own workplace. Most individuals at work do not know their company's mission statement or expected behaviors.

I took Mr. Mulally's idea and adapted it toward developing a card that had the company's mission statement on one side and the word TEAMWORK spelled out down the left side, with a short statement on expected behaviors starting with each letter from the word TEAMWORK. I have found that if you want to have quality or process improvement initiatives in the workplace you must start with the basic expectations of behaviors.

This is just one of the many take aways I learned during this year's ASQ WCQI. You cannot attend this conference without learning new ways to bring quality and improvement into your life. I am very thankful for the opportunity to attend this year's conference and highly recommend it to everyone.

2010-2011 SECTION 614

LEADERSHIP TEAM

Section Chair (and Programs & Publicity)	Alvin Langstaff
Vice Chair and (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.