

CHAIR'S CORNER

Alvin Langstaff

As this Christmas season approaches, for some reason I started thinking about what the difference is for me between a "high quality" holiday and a ho-hum holiday. When I was growing up, the answer was easy - lots of presents and getting exactly what I wanted. After my kids were born, my focus shifted to trying to make sure that Christmas would be special for them. Now that they are grown and I really don't need or want any more "stuff" I have come to the stage where the quality comes just from having us all together for the holiday. And because we now have to share them with the other in-laws on alternate years (damn it!) the quality aspects of having the whole family together become even more precious.

I guess the point is that when it comes to quality, the attributes that contribute to the perception of quality will likely change over time. But, no matter where you are on the quality wheel, you have my best wishes and I hope your holiday is special!

See you next year.

- Alvin



VICE-CHAIR'S CORNER

Jo Haberstok

Let it Snow, then make it go...
Ho-Ho-Ho!



It's hard for me to believe another year is almost over ... already!! Where DOES the time go? And why does it seem to go by faster every year?

Here it is, nearly Christmas again. I was pretty proud of myself this year, as I got almost all of my shopping done early for a change. There really is something to be said for online shopping ... and, for me, it definitely beats the idea of crawling out of bed and driving in dangerously icy/snowy conditions just to be at the mall when the doors open at 3 a.m. on Black Friday. The thrill of encountering a throng of shoppers? No, thanks, not for me. I just can't think of any "bargain" that is worth that to me. However, I know that some people consider the whole Black Friday shopping thing to be somewhat of a family tradition, and if that's the case and it gets all the siblings together, then I guess it could actually be a fun thing to do.

Our Holiday meeting this year was again a joint event with the local Mid-Columbia Leadership Development Association (MCLDA)/National Management Association (NMA), which was held on December 8 at the Clarion Hotel in Richland. For those who weren't able to make it this year, it was a very festive and fun time, with live entertainment during the social hour and a lot of items to bid on, both in the Silent and Live Auctions. I did a lot of shopping and also created several gift baskets for the silent auction. I talked with MCLDA's Vice-President Elect recently and learned that a total of \$3,700 was raised at the meeting. Proceeds from this year's event will support local organizations such as Boys and Girls Scouts, Junior Achievement, SkillsUSA, Boys & Girls Clubs, 1st Tee, the Tri-Cities Science Fair, and other organizations that provide opportunities for youth in our area. It's always a good feeling to contribute toward our future leaders, isn't it?

It's a busy time of year around the winter holidays, but come January you'll probably be wondering what to do with all the "free" time again. So make a New Year's resolution, and mark your calendar NOW for our January 4 dinner meeting. Randy Hayden from the Port of Pasco will be our featured speaker. I've heard a lot of good things about the activities the Port is involved in and also about the tours they sometimes provide for interested groups. I'm already hoping we may be able to talk our speaker into giving our section members a VIP tour in the Spring of 2011.

Wishing you all a very Merry Christmas and a Happy, Healthy and Prosperous New Year!

- Jo

Tuesday,
January 4, 2011

LOCATION:

O/Callahan's/Shilo Inn
50 Comstock
Richland, Washington

5:00 p.m. - Check in/Networking
and no-host cocktail service
6:00 p.m. - Buffet 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 December 29. 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, our local sections, and other upcoming events, please check our website at www.asq614.org/.

Port of Pasco

"Planning for Action: Turning Plans into Reality"



Randy Hayden

Director of Planning and Engineering

What is a Port and what do they do there? A Port district is a municipal corporation, organized under state law and authorized by a majority vote of the residents in the proposed district. It is governed by a locally elected board of commissioners. The district can be as large as an entire county or as small as a city or town; its boundaries are defined when it is formed.

The Port of Pasco, organized by the voters of Franklin County in 1940, currently provides facilities at the Tri-Cities Airport, the Big Pasco Industrial Center, the Pasco Processing Center, and the Container Barge Terminal, totaling assets worth in excess of \$130 million dollars.

The primary mission of the Port is to promote economic development, maximize the value of their assets, and create sustainable family wage jobs. Their business objectives are to:

- Use partnerships and alliances to identify new business opportunities and to achieve their goals
- Maximize the value of their assets
- Advance economic stability of the District
- Recognize business and tenant retention and recruitment as their first priorities
- Commit to operating safe and environmentally conscious facilities
- Recognize employees as their most valuable asset

Join us on January 4, as Randy Hayden will share more about the Port of Pasco, their guiding principles and some of the exciting projects they are currently involved as well as what's on the horizon.

About the Speaker: Randy Hayden graduated from the University of Washington in 1988 with a degree in Civil Engineering and earned his Professional Engineer's license in 1993. Randy is the Director of Planning & Engineering at the Port of Pasco and joined the Port in September 2000. His primary responsibilities include strategic planning for long range development and master plan implementation at the Port's commercial and industrial sites.

2011 Leadership and Public Speaking Classes and National Management Association (NMA) Leadership Speech Contests - Call for Interested High School Students to Attend - and Volunteers to Assist

The 24th annual National Management Association (NMA) Chapter Speech Contests for High School students are planned for February 17, 2011, with the top two students from the Mid-Columbia Leadership Development Association (MCLDA) and the Energy Northwest NMA Chapters moving on to the Columbia Basin Area Council Contest (CBAC) on March 3, 2011. The winner of that contest will move to the third level of the competition, to be held at the NMA West Leadership Development Conference (LDC) in Anaheim, CA in April or May 2011. There the local student will compete against other winners from the Pacific North, Pacific South and Southwest Regions. The top two from that contest will then advance to face the top two from the East in the National Finals at the NMA Annual Conference in St. Louis, MO, at the Hyatt Regency, September 10-12, 2011.

The NMA Leadership Speech Contest has four primary purposes.

1. Promote a better understanding of leadership among high school students.
2. Involve youth in researching, writing, and delivering a speech on leadership.
3. Provide youth with an incentive to develop communications skills that are vital to those entering the work force and to American business.
4. Provide winning students with financial reward that will help them further their formal education.

Ed Schwier, from the local NMA chapter is conducting **free** Fall/Winter Public Speaking Classes to help high school students prepare for the contests. Even if they don't want to compete, students can attend these classes to improve both their understanding of leadership and communications skills. Classes are currently being held on Tuesday evenings from 5:00 – 7:00 PM in a classroom at the Columbia Basin College Health Science Center in Richland. A second session will be held January 11 to February 15, 2010 (9 weeks total, one session per week). Ed is always looking for additional support from others with classes. As Steven Covey, acclaimed author of *The Seven Habits of Highly Effective people* and *The Eighth Habit: From Effectiveness to Greatness*, teaches, we need to find our voice and help others find theirs. Help area students become proficient and effective speakers. That will make them more valuable and productive in tomorrow's workplace. They win and we win, our quality of life will be better because of their efforts. By serving as part of the instruction team or just as an audience member providing feedback on the student's speeches, your contribution will leave a legacy. Contact Edward Schwier at Edward_G_Ed_Schwier@rl.gov, or at (509) 521-4112 for information on the **free** speech class, and/or to volunteer to help develop the next Greatest Generation.

2011 International Conference on Software Quality and ASQ Software Division Conference in San Diego, California February 6-10, 2011

The 2011 Conference Theme is *"High Reliability and Human Safety Critical Software."* Keynote Speakers include: Joe Jarzombek, Director of Software Assurance, U.S. Department of Homeland Security; Don Woodlock, Senior Vice President and General Manager of GE Healthcare IT; and Dr. Wilson N. Felder, Director of William J. Hughes Technical Center, Federal Aviation Administration.

The conference features several educational sessions and pre-conference tutorials, as well as several ASQ Certification Exams (CSQE, CMQ/OE, CSSBB, CQA, CQE, CBA, CRE, CQIA, and CSSGB).

2011 ICSQ is the premier conference for sharing software quality experiences across automotive, aerospace, defense, financial, medical devices, life sciences, nuclear and telecommunications industries. It provides opportunities to learn from colleagues applying specific techniques in high reliability and human safety critical embedded software products and software applications. The conference registration is available for call-in and online registration via the conference website. An early-bird discount is good until January 7. Registration and more information is available at: <http://www.asq-icsq.org>

SECTION 614 MEMBERSHIP

As of December 16, 2010, we have 99 members in our Section.

| 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 | Barbara Gillespie |
| 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.