



## CHAIR'S CORNER

**Alvin Langstaff**

It has been encouraging to see more attendance at our recent ASQ meetings. James Cox with his dynamic presentation on communication in November, and Randy Hayden discussing the future of our region through the eyes of the Port of Pasco in January each sparked the interest of a number of you. While I realize that not everyone can make it to a weeknight meeting, and that some of you are located some distance away, we still try to provide programs that will intrigue and attract more than just the Hanford contingent.

In that vein, I would like to encourage all of you to attend the February 8<sup>th</sup> meeting. We have as our guest Todd Williams of eCameron, who is going to talk about "People or Process, Which has the Greater Effect on Project Success?" Mr. Williams, who is a consultant to companies nationwide, specializes in helping get troubled projects back on track. He has been a guest speaker for a number of ASQ sections, and I am pleased that he has agreed to address our group. If you have been trying to get your senior managers to appreciate the value of your membership in ASQ, I think this would be a great meeting to encourage them to attend. I am confident that Mr. Williams' talk will be something they can really relate to.

Another reason to show up at this next meeting is that we will open the floor to nominations for section officers for next term. We have a small but strong group of individuals who have done an outstanding job of keeping our section vibrant. However, we are more than willing to share, and we would welcome new perspectives. So, if you have a burning desire, or even a latent desire to make a difference, why not toss your hat in the ring.

Hope to see you at the next meeting,

- Alvin

It may seem a little early, but since the next newsletter won't come out until after February 14, ASQ Section 614 wishes everyone a very *Happy Valentine's Day!*



## VICE-CHAIR'S CORNER

**Jo Haberstock**

Everyone who knows where Osprey Pointe is, raise your hand!

If you were in attendance at our January 4 dinner meeting, you would know not only where it is but also how Osprey Pointe came about and why this area is being developed as part of the Port of Pasco's primary goal of creating and fostering the development of the economy of this area. The enthusiasm for this project and other activities of the Port was evident in our speaker, Randy Hayden. For those who didn't know and/or would like to know more about Osprey Pointe, you can check it out on the [Port's](#) website. At the January meeting, Randy asked those of us in attendance about what types of businesses we thought might be good in that area as well as for ideas for development of the waterfront area (public park? new restaurant? water taxis?) It was actually quite interesting and fun to be asked to think a bit outside the box and to hear others also throwing out ideas for consideration.

It kind of reminded me of the "good old days" of quality improvement teams, days I'd like to see more of, where brainstorming is encouraged and team members' ideas for improvements in processes and communications are seriously considered.

On a totally different note, it's hard to believe we're already heading into February so soon! The weather here has been screaming "Winter!" one day and then it's been almost like Spring the next (60 degrees in early January?) Now, if only the famous Tri-Cities winds weren't gusting so badly on those days!

The good news, though, is that even if it's chilly outside, you can always count on a warm welcome (and a hot cup of tea if you'd like one) at our monthly dinner meetings at O'Callahan's at the Shilo Inn in Richland. Our February meeting will feature Todd Williams, president of eCameron, Inc., a consulting firm based in Camas, Washington. Randy is considered an expert in rescuing projects and preventing their failure. I've read some of his blogs online and found them to be very interesting and thought-provoking. So if you're able to make it, please be sure to sign up for our February 8 meeting. Everyone who attends will have an opportunity to win a copy of Todd's about-to-be-published book, [Rescue the Problem Project: A Complete Guide to Identifying, Preventing, and Recovering from Project Failure.](#)

- Jo

Tuesday,  
February 8, 2011

**LOCATION:**

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

5:30 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  
February 3. 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  
and other upcoming events, please  
check our website at

[www.asq614.org/](http://www.asq614.org/)

## People or Process: Which Has the Greater Effect on Project Success?



**Todd C. Williams**  
President, eCameron, Inc.

"People or Process," as the title implies, looks directly at the role of people versus process in a project's success or failure. The focus on process is a needed component, but does not obviate the need to manage people. Unfortunately, the trend over the last 15 years has been to focus on process and reduce the project to a checklist of tasks. This has created a culture that often neglects the value of a manager with people skills.

This presentation will use case studies to underscore how people make or break the project. Attendees will learn the importance of working closer with the people on the project by looking at four areas:

- The Project Manager
- Project Inception
- Project Methodology
- Technical team members

By the end of the presentation, attendees will understand the importance of balancing people and process and where to focus their efforts. The benefit of being more involved with the inner workings of the project will be evident.

Note: This presentation will run about one hour in length. Everyone who attends will have a chance to win a copy of Todd's book Rescue the Problem Project: A Complete Guide to Identifying, Preventing, and Recovering from Project Failure.

About the Speaker: For 25 years, Todd C. Williams has helped Presidents, Vice Presidents and high level executives of manufacturing and service companies build leading-edge systems, improve organizational efficiency and turn around troubled projects. His experience covers many domains inside manufacturing and service industries. As President of eCameron, a consulting firm located outside Portland, Oregon, Todd is considered an expert in rescuing projects and preventing their failure. His first book, Rescue the Problem Project: A Complete Guide to Identifying, Preventing, and Recovering from Project Failure, will be published in March 2011 by AMACOM Books.

## PASSWORD MANAGEMENT

Submitted by Dennis Arter, Fellow ASQ

This topic came up in conversation over dinner at January's monthly section meeting.

What is the world's best program for managing all your passwords? LastPass! For several reasons:

- It is free
- It is absolutely secure
- It is cross-platform

We all know that passwords should be protected. When you write them down or print them out, you greatly increase your security risk. We also know that you should use one password for all your sites. If someone finds that password, your identity is exposed to the world. Passwords should be complicated and long, usually at least eight characters, numbers, and symbols. They should be portable across all your machines, including smart phones, and locations.

LastPass satisfies all these criteria. It is available at [lastpass.com](http://lastpass.com) and works on Mac, Windows, and Linux machines. It works on all browsers. While the apps for iPhone, Blackberry, and Android require a "premium" account of \$1 a month, you can always log into the LastPass site for free.

LastPass uses secure communications for your connection. The "glob" of your data is encrypted in the cloud and nobody, not even LastPass employees can discover your master password. It is never kept! For an in-depth analysis of its security, check out [grc.com](http://grc.com) and search for LastPass.

When you set up a new account at Google, your bank, or Amazon, LastPass will offer to fill in the information about you that it knows from your (encrypted) profile. It will offer to generate a unique password, up to 100 characters long, using letters, digits, and symbols. Once you accept the new password, it is saved and forever available until you change it. (You do routinely change sensitive passwords, don't you?) When you go back to your new site, LastPass will automatically fill in your user name and password for that site. You can even let it log you in automatically. You are in control.

## 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.

## GAME TIME: PRESIDENTIAL TRIVIA

1. This 9th U.S. President served a term of only 31 days. Who was he? James Garfield; Zachary Taylor; William Harrison; Benjamin Harrison
2. Who was U.S. President when the first 7 states seceded from the Union? Milliard Fillmore; Andrew Johnson; Abraham Lincoln; James Buchanan
3. Who was the only U.S. President to serve as both President and Chief Justice? Calvin Coolidge; William McKinley; William Taft; Woodrow Wilson
4. Which President was the first to be elected by women? Calvin Coolidge; Warren Harding; Herbert Hoover; George Washington
5. Becoming the 22nd and 24th U.S. President, who was the only President to serve two nonconsecutive terms? Woodrow Wilson; James Garfield; Grover Cleveland; Andrew Johnson

(Answers are listed at bottom of page)

## SECTION 614 MEMBERSHIP

As of January 15, 2010, we have 100 members in our Section.

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

## Answers to the Trivia Quiz

1. William Harrison
2. James Buchanan
3. William Taft
4. Warren Harding
5. Grover Cleveland