

## CHAIR'S CORNER

Deborah Coffey

### Professional and Ethical Development

Chris Hayes, our ASQ Region 6A Director, visited the mighty 614 Columbia Basin Section in April 2011. She reviewed the ASQ Code of Ethics with us when we met. I had forgotten some of the tenets that we as ASQ members agreed to uphold and I was glad Chris reminded us of them. I was especially struck by the commitment to "Continue their professional development throughout their careers and provide opportunities or the professional and ethical development of others." So, in that vein I hope to attend the ASQ World Conference on Quality and Improvement (WCQI) in 2012 which is May 21-23, 2012, in Anaheim, CA. What resonates with you? (The Code of Ethics information is included in this newsletter.) Can we do anything within the 614 Columbia Basin Section this next year that will further a commitment of your interest?

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### ASQ National Officers for 2012

The national level of ASQ announced the following slate of officers for the 2012 term, which includes newly created titles as part of ASQ's governance improvements plan. It's interesting to see what geographic areas are represented and with which companies ASQ officers are affiliated:

- Past Chair – E. David Spong, Boeing Company (retired), Rancho Palos Verdes, CA
- Chair – James J. Rooney, ABSG Consulting, Knoxville, TN
- Chair-Elect – John Timmerman, Marriott International Inc., Sterling, VA.
- Treasurer – William B. (Bo) McBee, Hewlett-Packard Company, Houston, TX
- Newly Elected Board Member – Joanne D. Mayo, Nortel, Cary, NC
- Newly Elected Board Member – Kathleen Goonan, Mongan Institute for Health Policy, Boylston, MA

The results were announced at ASQ's Annual Business Meeting, held in conjunction with the WCQI, May 15, 2011, in Pittsburgh, PA. If a Columbia Basin section member has an interest in attending the 2012 WCQI in May 2012, in Anaheim, CA, let us know.

- Deborah

## VICE-CHAIR'S CORNER

Robert Boykin

I am like most others who believe they can wear several hats at one time and do so effectively. Although I can realistically wear only one hat a time, I often convince myself that I am so busy with the kids, the spouse, church, work, home projects and the like, that I do not have time to do other stuff. (With all of that, is there other stuff?)

Several weeks ago I was asked to volunteer time in support of a benefit golf tournament. I immediately went into my "I am too busy with other things" mode and I completely overlooked that I might have a good time. As has happened many times when asked to volunteer, I opted out because as in this case, I hid behind the pithy excuse that I knew little about the game of golf and was too busy with other things. Come to find out later that the benefit needed help serving beer for one two-hour shift, or serving as a caddie for six holes. Now, being a guy and not knowing the difference between a 9-iron and a 7-iron, which event do you think I'd have chosen? Well, can you believe I passed up an opportunity to be in a beer garden – a most popular spot at any sporting event?

Well, did I learn a lesson here? I certainly hope so. I hope to not only think first about family and friends when prioritizing my time, but to also think about myself.

Keep in mind that within our solar system there are eight "officially recognized" planets. And within each of those planets exists millions upon millions of stars. And within all of that there is only one you.

Stay true to yourselves, my friends.

Welcome to what is hoped to be an informative and exciting ASQ Section 614 2012 Meeting Schedule.

- Robert

**Tuesday**  
**September 6, 2011**

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

5:30 p.m. - Check in/Networking  
(no host cocktail service)

6:00 p.m. - Buffett 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 August 30. E-mail [dscoffey01@aol.com](mailto:dscoffey01@aol.com) with your name, phone number, company affiliation, and type of reservation, or call Deborah at 375-5011.

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

For more information about our ASQ section and other upcoming events: [www.asq614.org/](http://www.asq614.org/)

## **“Communication as the Key to Resolving Conflict”**



**Paul Shelp**  
**Executive Director**  
**Dispute resolution Center of Tri-Cities**

Mediation is sometimes used in Benton and Franklin counties to assist those in conflict to reach a mutually satisfactory resolution for their issues with or without using the court system. For example, when neighbors have differences or couples are separating there are often alternatives to explore before entering the court system. Mediations are legally binding and enforcing. Hundreds of cases per year are successfully mediated.

The Dispute Resolution Center (DRC) of Tri-Cities offers professional mediation, assisting those in conflict to reach mutually acceptable agreements. As a private not-for-profit organization, the DRC of Tri-Cities receives funding from a variety of sources, allowing for service charges to be much less than private mediators. The primary purpose of the DRC is to provide high quality, low cost professional mediation and training services to the community.

Join us on September 6<sup>th</sup> to hear more from Paul Shelp about the DRC, how they use quality tools and techniques in their work, as well as about the types of education and training available to help businesses and individuals to become more effective communicators/facilitators. (You may even decide that you would like to become a volunteer with the DRC in the future!)

About the Speaker: Paul Shelp is the Executive Director of the Dispute Resolution Center of Tri-Cities. Prior to accepting his current position, he spent 24 years in pastoral ministry. He holds a Bachelor of Arts degree, and a Masters of Divinity. Having grown up in upstate New York and Maine, he attended college in Boston, seminary in Kansas City, and pastored two churches in Missouri before coming to the Great Northwest over 15 years ago. He has two children, Justin, 25, and Lauren, 22, and he claims to be around 35 or so. He is a certified mediator with the DRC, and has been the Executive Director for four years.

## ASQ CODE OF ETHICS - Fundamental Principles

ASQ requires its members and certification holders to conduct themselves ethically by:

1. Being honest and impartial in serving the public, their employers, customers, and clients.
2. Striving to increase the competence and prestige of the quality profession, and
3. Using their knowledge and skill for the enhancement of human welfare.

Members and certification holders are required to observe the tenets set forth below:

### Relations with the Public

- Article 1 – Hold paramount the safety, health, and welfare of the public in the performance of their professional duties.

### Relations with Employers and Clients

- Article 2 – Perform services only in their areas of competence.
- Article 3 – Continue their professional development throughout their careers and provide opportunities or the professional and ethical development of others.
- Article 4 – Act in a professional manner in dealings with ASQ staff and each employer, customer or client.
- Article 5 – Act as faithful agents or trustees and avoid conflict of interest and the appearance of conflicts of interest.

### Relations with Peers

- Article 6 – Build their professional reputation on the merit of their services and not compete unfairly with others.
- Article 7 – Assure that credit for the work of others is given to those to whom it is due.

## UPCOMING TRAINING

The CRB Chapter of the Project Management Institute (PMI) is offering the following training opportunity:

***“Success Principles for Team Members”***  
*presented by Steven Norton*

**When:** Aug 26, 2011, 7:30 a.m. – 4:00 p.m.

**Where:** Hampton Inn, Richland, WA

**Cost:** \$100 PMI member, \$150 non-member

**PDU:** 8.0

**Registration:** Click [PMI-CRB](#) to register.

## SECTION 614 MEMBERSHIP

As of August 2, 2011, we have 102 members in our Section.

- 49 Regular members
- 41 Senior members
- 5 Organization members
- 3 Associate members
- 2 Fellow members
- 2 Sustaining members

<b>2011-2012 SECTION 614 LEADERSHIP TEAM</b>	
<b>Section Chair (and Programs &amp; Publicity)</b>	Deborah Coffey
<b>Vice Chair and (and Programs &amp; Publicity)</b>	Robert Boykin
<b>Treasurer</b>	Barbara Gillespie
<b>Secretary</b>	Donna Sinks
<b>Division Liaison and Section Historian</b>	Dennis Arter
<b>Certification/Recertification</b>	Howard Rew
<b>Audit</b>	Clark Beus
<b>Membership Chair</b>	John Verderber
<b>Nominating Chair</b>	Alvin Langstaff
<b>Webmaster</b>	Barbara Gillespie
<b>Newsletter (and Programs &amp; Publicity)</b>	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.