

CHAIR'S CORNER

by Deborah Coffey

The October 4th tour at the Parsons Technology Development and Fabrication Complex (PTDFC) in Pasco, Washington, was a fascinating look at the capabilities Parsons offers. Thanks to John Verderber for hosting us and to Mark Rieb for the tour.

Safety is a primary objective at Parsons and Bob Mangaudis, Vice President and Parsons TDFC Manager, provided an excellent briefing before the tour; there have been no lost time accidents there since 2007. Parsons is proud of their ability to design, build and deliver technical solutions to clients, often within very short project timelines. Parsons is also proud of their niche in the business of offering First of a Kind (FOAK) testing as a primary strength. There are anywhere from 160-200 employees located at Parsons' facility along the Port of Pasco waterfront area. We learned about the TDCF QA program which is ISO 9000 and NQA-1 compliant, the numbers of clients for whom Parsons is a qualified supplier, and all the audits conducted annually as well as the stakeholders involved in testing and inspection activities.

ASQ site visits offer a great opportunity to see behind the scenes at many local businesses; an excellent perk of ASQ membership.

On November 1st ASQ Columbia Basin Section will offer an exciting training opportunity from Dean Gano, President of Apollonian Publications. Join us to learn to apply knowledge from new and improved approaches to root cause analysis.

As the weather gets cooler and the days shorter, let's remember that while we may be tempted to stay home and be cozy, it's always important to exercise our minds and social skills by meeting others. I really do feel blessed by knowing our members and presenters, and I appreciate the food for thought that ends up on my plate from our ASQ business meetings (in addition to fine dinners catered by O'Callahan's at the Shilo Inn). See you soon.

- Deborah

VICE CHAIR'S CORNER

by Robert Boykin

A book in many circles is considered to be a volume made up of written or printed pages fastened along one side and encased between protective covers. Or, in today's world, a book's content can be accessed via a hand-held electronic device. Nonetheless, many believe that the value of a good book is priceless. According to Charles W. Eliot, an American academic and selected as Harvard's president in 1869, "Books are the quietest and most constant of friends; they are the most accessible and wisest of counselors, and the most patient of teachers."

Everything I know has been the result of learning from others. This is not to mean that I have never had an original thought or two. However, that "original" thought most likely resulted from something I had read and/or experienced. Some might disagree, but not Abraham Lincoln, who said that "books serve to show a man that those original thoughts of his aren't very new after all."

I firmly believe in the saying that no life grows great until it is dedicated, focused, and disciplined. And a catalyst for such a belief derives from reading, listening and doing, what I term as standing on the shoulders of giants and learning from those who have gone before. Many of these giants left books behind that some might feel are worth reading. Regardless, the point here is to read, and to encourage those within your sphere of influence to do the same. Besides, what is the single most consistent thing we did as we progressed through school? The answer of course is we read *books, books, and more books*. Additionally, the November 1 section business meeting will include a copy of Dean Gano's new eBook and some new software. Another great opportunity to read – and learn!

In closing, I was convinced by elders that reading and learning equates to knowledge that is needed to succeed in this world of ours. To this day they have not been proven wrong. Such a belief is supported by the thinking of Edward Bulwer Lytton, an English politician, poet, playwright, and prolific novelist who said:

"We may live without poetry, music and art;
We may live without conscience and live without heart;
We may live without friends; we may live without cooks;
But civilized man cannot live without books."

Find one that you like and enjoy!

Be well and be safe.

- Robert

Tuesday
November 1, 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 October 27. E-mail 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/

“Root Cause Analysis – New & Improved”

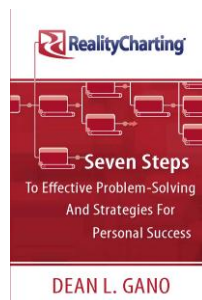
Dean Gano
President, Apollonian Publications

The success of every organization is dependent upon the quality of people and the strategies they use to accomplish their goals. Of the many strategies we use, perhaps the most important strategy needed for success is an effective problem-solving process.

While some people are naturally good at critical thinking and problem-solving, it is not a common individual trait, but more disturbingly it is not encouraged or fostered in most organizations. In his landmark book, *How the Mighty Fall*, Jim Collins identifies lack of understanding the causes of success as one of the main factors in the failure of great companies. The general consensus is that problem-solving is limited to the subject matter and cannot be taught or learned as a subject unto itself.

After teaching a principle-based problem-solving process to over 2,000 companies in seven major languages throughout the world for the past 20+ years, Dean Gano's organization, Apollonian Publications, has never found an organization with an effective problem-solving culture. In an effort to understand the causes of this condition, in 2009 they performed an extensive root cause analysis based on their experiences and input from their clients. As a result of this analysis, they addressed the most significant causes and created a comprehensive plan to help organizations easily encourage employees to learn what effective problem-solving is and to make it part of their culture. While it may be several years before it is known if these solutions will cause a cultural change, the preliminary feedback is very promising.

Dean's presentation will provide a brief overview of why companies are ineffective at creating a successful problem-solving culture and share the easily deployed solutions, to include a copy of his new eBook and some new software.



About the Speaker: Dean L. Gano, owner of Apollonian Publications, has over 30 years of experience in process industries. As the creator of the RealityCharting process (and author of a new book by the same name), his message is taught in seven different languages on four continents. Now semi-retired, Dean continues to investigate new ways to improve the problem-solving process. He created an intuitive software program, RealityCharting, which may revolutionize the way we communicate and solve problems. Dean holds a BS degree in Mechanical Engineering and General Science, and is a former certified nuclear reactor operator and Viet Nam Veteran. He is a member of ASQ and the American Society of Safety Engineers. As a published author and student of the human condition he has a great deal of knowledge to share with us.

UPCOMING TRAINING

Software Quality Engineering Class

ASQ Section 614 is working to determine interest in attending an ASQ sponsored Software Quality Engineering Class. This class has occurred twice in the Tri-Cities and has secured positive reviews. It spans four days (7: a.m. to 4:p.m.) and will cost \$1,100 for ASQ members and \$1,400 for non-members.

This course is designed to help improve your job performance and the quality of your company's software products. It is a broad course that addresses all of the body of knowledge area of the Certified Software Quality Engineer (CSQE). It provides a thorough introduction for those new to software quality, as well as an opportunity to fill in any "blank spots" for experienced personnel. Although not designed as a certification refresher, this course may help seasoned software quality professionals brush up on key elements of CSQE.

If you are interested or know of others who are, please contact Deborah at dscoffey01@aol.com.

Contracts and Procurement within Project Management Training - November 16 – Tri-Cities

MCM Project Management will be offering this class on November 16, 2011. The course examines processes through which goods and services are acquired in the project management environment. Topics include contract and procurement strategies; legal issues; contract pricing alternatives; technical, management and commercial requirements; RFP development; select sellers; invitations to bid; bid evaluation; risk assessment; and contract negotiation and administration. Participants will be given a workbook and an auto-load CD of seventeen (17) easily utilized and vital templates.

Cost: \$395

For more information or to register, [click here](#).

Washington State Quality Award Examiner training to be offered in Tacoma

For anyone interested in learning more about the Baldrige Framework and its use in assessing organizations, the two-day WSQA Examiner training is an in-depth training opportunity. Trained Examiners have the opportunity to serve on teams reviewing applications submitted to WSQA.

When: October 21 and November 7, 2011 (two full days)
Where: Multi-Care Health Systems
Chelsea Heights Building
603 South J Street, Tacoma Washington

For more details and costs: Laura.Kinney@multicare.org or laura_kinney@msn.com

SECTION 614 MEMBERSHIP

As of October 13, 2011, we have 107 members in our Section.

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

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.