

## CHAIR'S CORNER

by Deborah Coffey

This week I audited a company in Virginia. The post-audit conversation drifted to their web site and how helpful it is to me to be able to prepare for my audit by accessing their accreditation documents including their scope for accreditation. I was asked if I thought they should post their Quality Manual. My recommendation was "no" based on the fact that the manual provides descriptions of their business processes and the fact that I have seen competitor companies take advantage of copying manuals and procedures posted to the Internet. After Greg Curtis's presentation on Economic Espionage at the March 6<sup>th</sup> ASQ Section 614 meeting, I am sure that I was correct in providing this recommendation. Greg Curtis is a DOE-Counterintelligence Officer for the Pacific Northwest Field Office, PNNL, in Richland. His March presentation was an excellent counterpoint to the dinner conversation at my table as we enjoyed our buffet dinner that evening. Folks were talking about all the electronic devices we use and how our Smart phones and their apps allow so much more information to be collected about us, our lives, our preferences, and so on, and how the devices sync with each other. Folks admitted to issues regarding home security systems and required telephone landlines, loss of phone service and connectivity, and contact with family and friends as many folks don't back up their phone/address lists. Greg Curtis brought home the facts about cultivation of us as *links to others that do have key company information or trade secrets* and how easy it is to learn our preferences, likes and motivations and hence, how the trained competitor can seek advantageous information. Facebook users especially provide wide avenues into their private lives. The cost of economic espionage is borne by each of us as taxpayers and product users as the government and companies manage and counteract these Economic Espionage threats. As quality management systems and polices are key parts of a company's business processes, Economic Espionage awareness is key for each quality professional, especially those of us who perform supplier audits, and use internal and external websites and SharePoint sites to manage our programs and documents. Greg provided much food for thought in several ways, and he did make us laugh as he had promised.

Join us on Tuesday, April 3rd, 2012, for Linda Weir's post-dinner presentation on "Quality at Hanford's Tank Waste Treatment and Immobilization Plant". We look forward to an update on this project.

On Saturday, May 12<sup>th</sup> we will visit Kitzke Cellars, a local family-owned vineyard for a tour, tasting, and lunch. Also, let Alvin Langstaff or me know if you have nominations for the Columbia Basin Section Chair, Vice-Chair, Secretary or Treasurer positions. Self-nominations are accepted.

- Deborah

## VICE CHAIR'S CORNER

by Robert Boykin

Are You Volunteering Your Time?

A colleague recently said to me that life is good and, no matter what is going on around us, our mission on Earth to do good things is not finished as long as we are alive. Not knowing what was up with him, I played along. Eventually, we got to the crux of the matter which was this: Why is it so difficult to convince people to get more involved in volunteer causes? Believe me, if ever I wanted the cell phone to ring it was then.

I did not have an answer for my colleague then, and I still don't. Hey, what's the big deal anyway? Things get done, charities get funding, people continue to help people, and the world keeps on turning. N'est-ce pas?

Following the end of the bonding (!) exercise with him, I accessed the Internet to find out a little more about volunteerism in the United States. Did you know that, according to Bureau of Labor statistics, the volunteer rate rose by 0.5 percentage point to 26.8 percent for the fiscal year ending in September 2011? About 64.3 million people volunteered through or for an organization at least once between September 2010 and September 2011. The increase in the volunteer rate in 2011 followed a decline of equal size in 2010. How about that?

The volunteer rate for women increased from 29.3 percent to 29.9 percent in the year ending in September 2011, while the volunteer rate for men, at 23.5 percent, changed little (**let's step it up fellas!**). Women continued to volunteer at a higher rate than did men across all age groups, educational levels, and other major demographic characteristics. Individuals 35 to 44 years and 45 to 54 years were the most likely to volunteer (31.8 and 30.6 percent, respectively). Persons in their early twenties were the least likely to volunteer (19.4 percent).

Volunteers of both sexes spent a median of 51 hours on volunteer activities during the period from September 2010 to September 2011. Median annual hours spent on volunteer activities ranged from a high of 96 hours for volunteers age 65 and over to a low of 32 hours for those 25 to 34 years of age.

This is all good news. I wish I was equipped with these statistics when conversing with my colleague. I hope he reads this article. It might help him feel a bit better about the scope of volunteerism in America.

Remember: Time spent helping others is time well spent.

Be well and be safe.

- Robert

Tuesday  
April 3, 2012

**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.** - Buffet Dinner

**6:45 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. 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 March 29. E-mail [dscoffey01@aol.com](mailto:dscoffey01@aol.com) with your name, phone number, company affiliation, and type of reservation, or call Deborah at 509-375-5011.

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/)

## “Quality at Hanford’s Tank Waste Treatment and Immobilization Plant”



**Linda Weir**

### Manager of Quality and Performance Assurance Hanford’s Tank Waste Treatment and Immobilization Plant Project

The presentation will include a brief overview of the current status of the Hanford Tank Waste Treatment and Immobilization Plant (WTP) Project, a discussion of actions needed to build and sustain a Quality Culture, summaries of the WTP Quality and Performance Assurance Program, and Quality Challenges and Initiatives.

A little background about the WTP: In southeastern Washington State, Bechtel National, Inc. is designing constructing and commissioning the world’s largest radioactive waste treatment and immobilization plant for the U. S. Department of Energy (DOE). When complete, the WTP will process and stabilize 56 million gallons of radioactive and chemical waste currently stored at the Hanford Site.

In building and sustaining a quality culture, safety and quality are core values at the WTP and maintaining cost and schedule performance baselines are also held as high priorities. The WTP Project management team believes in these values and is committed to ensuring that cost and schedule constraints do not compromise safety and quality. The management team is committed to maintaining a safe working environment while providing its customer a top quality product. The policy regarding safe and quality working conditions is communicated to employees at all levels through daily reinforcement during plan of the day meetings, safety meetings, and pre-job briefings.

The WTP Quality Assurance Program is implemented using the NQA-1 standard and structured to emphasize a safety/quality culture that embraces excellence. The program addresses planning, implementation, and maintenance of the policies governing activities performed within the scope of WTP designing, construction, and commissioning. This includes items or services that affect or may affect nuclear safety and other activities based on a graded approach.

*About the Speaker: Linda Weir is the Manager of Quality and Performance Assurance at the WTP Project. With more than 30 years of nuclear industry experience, Linda came to the WTP team in September 2010 from Exelon Nuclear where she had been the Nuclear Oversight Manager at the Three Mile Island nuclear power plant. Linda’s 14 years at Exelon Nuclear included assignments in engineering, training, and quality and performance assurance. Prior to that, Linda gained more than 20 years of experience with Bechtel in engineering and startup organizations. Along with a Bachelor of Science degree in Nuclear Engineering, Linda’s previous certifications include a professional engineering license, ANSI senior reactor operator, and audit team leader.*

## 2012 ASQ Northwest Quality and Improvement Conference – April 12

submitted by Jo Haberstok



### “Weaving Quality into your Everyday Work Life”

April 12, 2012 – 8 am to 4 pm –  
[Heathman Lodge](#) in Vancouver,  
Washington

The objective of this [conference](#), hosted by the Southwest Washington, Vancouver ASQ section 0627, is to promote Quality and Improvement initiatives in the Northwest across diverse industries. The conference provides a venue for networking and improving personal and professional skills. The conference includes a number of educational sessions throughout the day, and features keynote speakers **Joe Estey** and **Scott Crabtree**.

A continental breakfast and lunch are included. Participants are responsible for their own transportation and lodging.

Cost: \$125 per person (\$25 discount if [registration](#) is received by March 21)

CEUs and ASQ RUs: 1.0

## Are You Certified? Do You Want To Be?

submitted by Howard Rew

I occasionally get asked "I'm interested in getting ASQ certified, but I have no idea how to get started. Can you help me?" My pat answer is "Go to [asq.org](#) and follow the link to CERTIFICATION." The ASQ website is loaded with information about the certifications that are available; what's required to achieve these certifications, and when examinations (which are required for all certifications) are scheduled. About the only information that is not on the website is where these examinations can be taken. Our section has been and continues to be committed to proctoring all the examinations here in the Tri-Cities. We proctor examinations quarterly, but not all examinations are offered at each sitting. The remaining dates this year for the Tri-Cities exams are June 2, October 6, and December 1. Note that there is a deadline for registering to take an examination and there is a fee. Check out the [ASQ website](#) for all the details. And don't hesitate to contact me, [Howard Rew](#), for any information you can't find on the website.

## Wanted: Good Leaders

It is time to seek nominations for next year's Section 614 officers. If you have a yearning or even a faint desire to be elected to a prestigious position under the time tested democratic process, or want to nominate someone, please send an email to [Alvin Langstaff](#).

## Make Plans Now to Attend the World Conference on Quality and Improvement

May 21-23, 2012 – Anaheim, California

### WCQI Keynote/Featured Speakers

- **James Albaugh**, Executive Vice President, The Boeing Company and President and Chief Executive Officer, Boeing Commercial Airplanes
- **Carletta Ooton**, Vice President, Chief Quality, Safety and Sustainable Operations Officer, The Coca-Cola Company
- **Simon Sinek**, Renowned leadership expert and author of *Start With Why*
- **Majora Carter**, President, MCG Consulting
- **Joseph DeFeo**, President and CEO, Juran Institute Inc.

### International Team Excellence Awards

Since 1985, more than 100 teams from around the world have participated in this outstanding process, the only international team recognition process of its kind in the United States. Attend the live presentations on May 21 and 22 to see team finalists demonstrate real-life applications of quality tools and teamwork to improve quality, customer/stakeholder satisfaction, and the bottom line. Attend and share the excitement of teams from Argentina, California, China, Florida, Germany, India, Kentucky, Mexico, Michigan, Missouri, Nevada, New York, Singapore, South Korea, Tennessee, Thailand, Utah, and Virginia.

### Certification Exams

The following ASQ Exams will be given in Anaheim on May 20:

- Certified Biomedical Auditor
- Certified Calibration Technician
- Certified HACCP Auditor
- Certified Manager of Quality/Organizational Excellence
- Certified Pharmaceutical GMP Professional
- Certified Quality Auditor
- Certified Quality Engineer
- Certified Quality Improvement Associate
- Certified Quality Inspector
- Certified Quality Process Analyst
- Certified Quality Technician
- Certified Reliability Engineer
- Certified Six Sigma Black Belt
- Certified Six Sigma Green Belt
- Certified Software Quality Engineer
- Lean Certification

Deadline for [Applications](#) for exams is April 6, 2012.

**Get the Full WCQI Conference Recordings for only \$49!**

All conference attendees will be able to purchase access to all of the session recordings for a reduced rate of \$49. There will be more than 100 flash video recordings available, each accompanied by a copy of the presentation and an MP3 audiofile of the session. Attendees will be able to view sessions they missed, review sessions attended, and share sessions with colleagues following the conference. [Register for WCQI now!](#)

**Washington State Quality Award (WSQA) Training**

**New Workshops This Spring - Special Pricing starting at only \$99**

WSQA's new series of workshops begins this month with a 1/2 day session on Friday, March 30.

**Introduction to Performance Excellence**

Join WSQA President John Van Gorkum for an overview of the Malcolm Baldrige/Washington State Quality Award system and criteria. Become familiar with the criteria purpose, uses, and content. Also, gain a greater understanding of Baldrige core values, concepts, and framework. This workshop is designed for people who have had no previous training about the criteria or who need a quick refresher course.

March 30 - 8:30 am to noon  
Swedish Medical Center (Room F), Cherry Hill Campus,  
Conference Center  
500 17th Avenue  
Seattle, WA 98122

To register or for more information, contact the [WSQA](#) office or call (253) 277-1142.

**SECTION 614 MEMBERSHIP**

As of March 8, 2012, we have 111 members in our Section.

**Mid-Columbia Small Business of the Year Awards - Nominations due by March 30**

submitted by Jo Haberstok

Have you experienced outstanding service and/or products from a local (Tri-Cities area) business recently? Consider nominating that business for an award! The Mid-Columbia Small Business of the Year Awards recognizes small businesses in Benton and Franklin Counties for their exceptional customer service, outstanding commitment to employees, and superior community relations.

This is a great opportunity for each of us to take a moment to think about local businesses and the quality of the services we regularly receive from them. I encourage everyone to take time to recognize and thank local businesses and the people who work there.

The Small Business Awards Committee is pleased to accept [nominations](#) from any citizen of Benton or Franklin Counties who is an employee, customer, supplier, or regulator of the nominated business. Nomination forms must be completed and submitted by March 30, 2012. The Awards Banquet will be held at the Shilo Inn, Richland, on May 3, 2012.

<b>2011-2012 SECTION 614 LEADERSHIP TEAM</b>	
<b>Section Chair (and Programs &amp; Publicity)</b>	Deborah Coffey
<b>Vice Chair (Newsletter, 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>	Dennis Arter

**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 10th of the month.