

CHAIR'S CORNER

by Robert Boykin

A quote attributed to Nelson Mandela: "Education is the most powerful weapon which you can use to change the world." Do you believe this? Or would you say it is just one of the millions of clichés that encircle the world and are quoted by some guy who likes clichés? Whatever your thoughts and/or beliefs are about education, I hope the word "value" is in the mix.

The importance of obtaining an education during my developmental years was paramount. There were no options other than graduating from high school and college. Thoughts about not wanting to go to school were quickly extinguished by the threat of pain being inflicted on a bodily part that is inappropriate to discuss in a newsletter article. The phrase "go to school and make something of yourself" was as prevalent in my household as "time for church."

In some ways, the quote by Mandela is in line with the conclusions of an article I read recently which espoused that "education pays." The article, written in 2004 and updated in 2005, advocated that education not only pays financially, but societally as well – in that higher earnings of individuals with higher levels of education are shared with society through payment of taxes. Do you believe that in some small or large way taxes changed the world? Two conclusions in the article were that higher earnings and tax payments are associated with higher levels of educational attainment; and that over time there are increases in earnings relative to the proportion of the population with college degrees.

That said, where do you think you'd be without a quality education and/or training in a specialized field? Well, according to the article, not as well off as you would be *with* education and/or training. Consider this:

There was a guy who went to school, graduated, and made his parents proud. Got a job, worked real hard, and stood out in the crowd. Obeyed the laws, paid his taxes, and never felled a neighbor. Always there to help a friend and never waived a favor. A good citizen, he tried to be, and was never put upon. He earned some bucks, gave to charities, and could be counted on. A good person all around, who always rose to the test. And never waned in his pursuit to always be his best.

And then stumbled over the following quote attributed to Jim Rohn:

"Formal education will make you a living; self-education will make you a fortune." Who knew!

Be well and be safe.

- Robert

VICE CHAIR'S CORNER

by Jo Haberstock

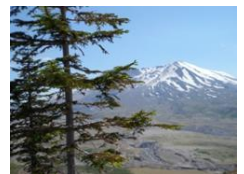
Has this summer gone by way too quickly, or what? I could have done without it being quite so warm, as I don't much enjoy dry, hot days of 95 degrees or more, but I suspect that in another month or so I'll probably be complaining about how cold it is!

I hope you have all enjoyed the summer months and the opportunity to get out and enjoy some summer sports. In my book this includes not only activities like water skiing, fishing and swimming but also playing in the sprinklers in the backyard or just relaxing with a good book in a nice air-conditioned room.

Did anyone take any big trips this summer? Visit your ancestral lands of Germany, Italy, or other far-off locales?

I didn't venture too far myself, but did manage to get in a couple trips to the Washington and Oregon coasts, and I finally got around to visiting the Mt. St. Helens National Volcanic Monument. When the volcano erupted back in May of 1980, I found myself stuck in Spokane and then in Cheney for several days, having apparently picked the wrong Saturday for a "quick" shopping trip to Spokane. It was quite the adventure – while the Tri-Cities area wasn't hit too badly with the ash, it was a completely different story just 140 miles north.

I really enjoyed seeing the Mt. St. Helens area this summer. To be honest, I was a bit surprised that the mountain itself looked so "normal" overall; however, the devastation of the volcanic eruption was definitely evident all around. I had the opportunity to visit three of the visitors' centers – the one at Seaquest, the Forest Learning Center and the Johnston Ridge Observatory. All met my quality expectations – staffed by very friendly personnel (many were volunteers), filled with interesting and informative exhibits, and providing some great views of the mountain and the surrounding areas. I snapped this picture at Johnston Ridge.



I was also very impressed by all the work that has been done since 1980, the efforts by so many companies and groups to help restore the environment and to establish the visitors' centers in order to educate others about the area and what happened there. In many places, trees planted in the 1980's and 1990's have repopulated previously barren lands.

As you enjoy the rest of the warm weather and we head into fall, take time to look around and consider - and appreciate - the quality aspects of the areas you visit, the establishments where you stay, shop and eat, and the people who help make your experiences enjoyable. And be sure to remember to say "Thanks" to those people!

- Jo

Tuesday
October 2, 2012

LOCATION:

O'Callahan's/Shilo Inn
50 Comstock Blvd
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 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 September 27. E-mail Panda_2@charter.net with your name, phone number, company affiliation, and type of reservation, or call Alvin at (509) 371-2221.

For more information about our ASQ section and other upcoming events: www.asq614.org/

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

Innovation and Continuous Improvement at Columbia Basin College



Rich Cummins President, CBC

Built on the site of a Wasco Indian burial ground, the Columbia Basin College (CBC) Pasco campus has seen substantial growth in the past decade, adding a number of new facilities to accommodate the large demand for higher education from a growing community. These facilities include the Thornton Center, the Moore Observatory, the Business Building, the Center for Career and Technical Education, the College Foundation, new athletic fields, and a research farm, along with a Health Science Center at its Richland campus.

Last year alone, CBC served nearly 13,000 individuals in the region through a wide range of instructional classes and services made possible by a highly qualified and dynamic faculty and staff. Their women's basketball team also won the Northwest Athletic Association of Community Colleges (NWAACC) championship. Go Hawks!

Rich Cummins will discuss the concepts of disruptive and sustaining innovation as they apply to higher education while describing the college's efforts at continuous improvement through the creation of an innovation incubator that is spawning new processes, structures and approaches at CBC.



About the Speaker: Dr. Richard Cummins was chosen as the seventh president of Columbia Basin College in May 2008 and took over as president July 1 that year. Rich has been at CBC since 1990 when he was hired as an English instructor. He has also served as Vice President for Information Technology, Vice President for Instruction, and acting president while former president Lee Thornton was on sabbatical. Rich received his bachelor's degree from the University of Cincinnati, his master's from the University of Arizona, and his Ph.D. from Gonzaga University.

DOOR PRIZES AT OCTOBER 2 MEETING!

by Jo Haberstock

Door Prizes! Just one more reason to make your reservations today, mark your calendars, and join us on October 2. Everyone who makes an advance reservation for the dinner and meeting will be eligible for the drawings.

In the spirit of **Innovation and Continuous Improvement** (our speaker's topic), we have selected some books that may help our members (and guests) become more innovative and encourage continuous improvements in their own organizations.

Here are the books you'll have a chance to win:

- ❖ *Living on the Edge of Chaos: Leading Schools into the Global Age*
- ❖ *Quality into the 21st Century: Perspectives on Quality and Competitiveness for Sustained Performance*
- ❖ *Boot Camp for Leaders in K-12*
- ❖ *Quality Across the Curriculum: Integrating Quality Tools and PDSA with Standards*
- ❖ *Thinking Tools for Kids*

Hope to see you all on October 2!

CALL FOR NOMINATIONS – FOR ASQ BOARD – DUE OCTOBER 8

ASQ's Nominating Committee is now accepting applications for officers and Directors. All applicants must be at least a Senior Member of the Society in good standing.

The following positions will be filled:

- One Chair-Elect, to serve a progressive three-year term (Chair-elect to Chair to Past Chair)
- One Treasurer, to serve a one-year term
- Two Directors from members at-large, each to serve a two-year term.

The term for each position begins January 1, 2014. All candidates must forward a complete application packet to [Karla Riesinger](#) by mail or e-mail no later than October 8, 2012.

Additional information about the roles and responsibilities of each position, the nomination and selection process, etc., can be found [here](#).

MEASURING PROCESS AND ORGANIZATIONAL PERFORMANCE – October 10 & 11, 2012

How's the performance of your company? Could it use some improvement? How do you know? This two-day web-based ASQ course presents a process for selecting what to measure and specifying the "what" and "how" to create the appropriate metric for your organization and/or processes.

With a balance of lecture, discussion, practice and case studies, this training will provide insights into your company and your processes. This training is designed for any management or staff involved in performance management or improvement, regardless of industry and is especially appropriate for quality managers and quality engineers responsible for helping their organizations define metrics for measuring performance of processes.

ASQ is offering this instructor-led, web-based training on October 10 and 11. Cost is \$795 for ASQ members. For more information or to register, click [here](#).

ASQ NATIONAL QUALITY EDUCATION CONFERENCE – November 11-12, 2012 Louisville, Kentucky

Theme: "Developing Global Leaders through Quality Schools, Classrooms, and Systems Thinking"

The ASQ-sponsored National Quality Education Conference (NQEC) is a student-focused conference that proves quality improvements in the classroom, school, and district decrease education costs district-wide. This year's conference offers workshops and educational sessions, Education Team Excellence Recognition Award sessions and networking opportunities with like-minded professionals focused on building quality schools.

Focus areas for this year's conference:

- Curriculum, Instruction, Assessment, and 21st Century Learning
- Strategic Planning and Systems Thinking
- Using Quality Practices to Close the Achievement Gap, Pre-K–12 Through College
- Baldrige in Education for Significant Continuous Improvement — How can the Baldrige process be leveraged for significant improvement in school systems?

Keynote Speakers include Terry Holliday, Commissioner of Education for the Commonwealth of Kentucky, and Jack Grayson, founder and CEO of the American Productivity and Quality Center.

Get in on the "early bird" conference rate of \$445 for ASQ members by [registering](#) before October 8. Group registration discounts are also offered.

APPLY TO BE A WASHINGTON STATE QUALITY AWARD (WSQA) EXAMINER

The WSQA is dedicated to making Washington State a better place to live, learn and work by helping organizations achieve superior results through the use of the Criteria for Performance Excellence, patterned after the Baldrige National Quality Award.

It's that time again – WSQA is providing training for quality professionals to become Examiners for the 2012-2013 awards program. They even have a new electronic form designed to make the application process easier. Applications are due by October 1.

The next two-day training session will be held October 23 and November 13 (need to attend both days), in Seattle. There will also be a spring training session offered (dates to be announced).

For more information about WSQA, visit their [website](#).

SAVE THE DATE – NOVEMBER 13

“Equality of Fracture Care Throughout the World”

Section 614 has an exciting and educational Site Visit and presentation planned for Tuesday, November 13. We will be meeting at SIGN Fracture Care International in Richland, where they will give us a special tour of their manufacturing facility.

SIGN is a nonprofit, humanitarian organization, whose mission is to bring healing to victims of orthopaedic injuries throughout the developing world. All of SIGN's products are manufactured in Richland. They are distributed for free or at an affordable cost to help ensure poor patients have an equal opportunity to receive modern and effective orthopaedic treatment.

Quality is a key component at SIGN, and they have received awards for Manufacturer of the Year in Washington State in 2010 and in 2011.

Mark your calendar now so you won't miss out on this meeting!

SECTION 614 MEMBERSHIP

As of September 10, 2012, we have 99 members in our Section.

2012-2013 SECTION 614 LEADERSHIP TEAM	
Section Chair (and acting Programs Chair)	Robert Boykin
Vice Chair (and acting Publicity Chair)	Jo Haberstok
Treasurer	John Fish
Secretary	Deborah Coffey
Division Liaison and Section Historian	Dennis Arter
Certification/Recertification	Steve Davis
Audit	Clark Beus
Membership Chair	Steve McConaghy
Nominating Chair	Alvin Langstaff
Webmaster	Dennis Arter
Newsletter Editor	Robert Boykin
Programs Chair	Vacant
Publicity Chair	Vacant

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.