



## CHAIR'S CORNER

by Robert Boykin

There seems to be so much to do and so little time to get it done. We want to contribute more, accomplish more and spend more time assisting worthwhile causes. Sound time management is an elusive target. Many of us have turned to the information highway to assist in keeping track of obligations and accomplishments, and for help in living a better life. Well, this is the opinion of many well-heeled pundits who assert they know "what is happening" in the world.

What really is happening out there?

I recently read an article about technology management and innovation. The author identified that a Department of Technology Management and Innovation Center is in operation within a large U.S. city, and it is the premier learning, research and development hub in that region. Bachelor's, Master's, and PhD programs, as well as advanced certificates are offered, and are focused on innovation and technology management in what the author termed "the modern knowledge economy." According to the author, the department is explicitly devoted to the increasingly critical areas of innovation, information and technology management. Sure sounds like much ado about a lot. N'est-ce pas?

What I believe is that we live in an increasingly knowledge-intensive environment. The phrase "learn something new every day" seems vital in order to keep up with the many advances in our ever-changing work and home environments.

The author of the article stated that as technology continues to change, the workplace has to evolve with it. As such, what are *you* doing to keep up with ever-changing technology? Are you feeling out of step with all the technology of today, or are you simply going with the flow? If you feel like many people, all the frills that technology has to offer may seem overwhelming and not needed. And, why do we need to understand all that stuff? Well, keep in mind the words of Abraham Lincoln: "Things may come to those who wait, but only the things left by those who hustle."

There we have it, citizens. We have finally established the particulars of this scenario. And it can be summed up as 'never stop learning.'"

You are now in the mix with the flow of dialogue that may be communicated at our March 5 Section 614 business meeting.

Be well and be safe.

- Robert

## VICE CHAIR'S CORNER

by Jo Haberstock

What he said! There is just so much new stuff and not enough time to learn about how it all works!

I had trouble initially figuring out the iPod and MP3 players and how to download music from iTunes – I barely had mastered that when newer versions came out.

Don't laugh... I also liked my VHS tapes and recorder/player better than the DVD/DVRs when they were first introduced. Okay, so maybe I'm a little technologically challenged. I'm guessing I'm not the only one. I happen to be the type of person who learns best from being shown how to do something rather than trying to figure it out from written instructions (which usually seem to me to be missing several steps, and don't even get me started talking about the time the only instructions included in a "some assembly required" box were all in Japanese.)

Nowadays, it seems that everyone is expected to be up to speed on the latest gadgets, gizmos, and social media outlets. You're just not "with it" if you don't have a smart phone and a presence on LinkedIn and/or Facebook, right? Even if you refuse to go *there*, you most likely have Internet access and email. How did we ever find out anything about the latest breaking news (or the latest gossip) without these things?

But with newer and more advanced technologies come newer and more advanced hackers as well. And new "security patches" and program updates. And new worries about identity theft, fraud and nasty viruses. If only we could get an annual "flu shot" for all our electronic gadgets and be worry-free for the next 365 days...

Yes, with new technologies come new issues regarding personal and professional protection, social responsibility and ethics. I'm looking forward to our March 5 dinner meeting and the information that Toni Austin will be sharing with us. I hope you will be able to join us for the meeting.

Speaking of our section meetings, for those who heard Laura Kinney's talk on Using the Baldrige Criteria to Create Better Communities – and for those who weren't able to make it to the meeting – the slides from Laura's presentation are now posted on our [section website](#).

- Jo

Tuesday  
March 5, 2013

## “Social Responsibility, Technology and Innovation”

**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 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 28. 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 (509) 371-2221.

**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/)

### Toni Austin



*Manager, IS&T Systems Engineering  
Bechtel National, Inc.*



Moore's Law is the observation that over the history of computing hardware, the number of transistors on integrated circuits doubles approximately every 12 to 18 months. The law is named after Intel co-founder Gordon E. Moore, who described the trend in his 1965 paper.

In less technical language, the computational capacities of modern computing double in a very short period of time. Consider how quickly new technology is being introduced all around us – the iPod, iPad, iPhone, laptops, tablets, social networking, etc. Since the 1960s, Moore’s law has held true.

For us, this means we are seeing computing technology enhance and improve to give us low cost computing devices at a rate faster than our society can deal with the use of the technology. Couple that rate of development with the ever-present networks that tie our computing devices together and we have delivered to ourselves a greater resource for access to and use of information; the same resource that can provide access to and abuse of information.

How we as a society and we as professionals decide to govern the access to and use of information sets the tone for professional ethics, business policy and law. The connectivity of people and business enables outsourcing of traditional work as well as new ways and new forms of business.

What does the “brave new world” of global information mean to us? How, as professionals and citizens, do we navigate the challenges that lie before us?

The March 5 meeting will highlight some of the key challenges we are grappling with as a nation and as professionals. The meeting will pose challenges that we each face daily at home and at work as we rush to adapt and use information technology.

*About the presenter: Toni Austin is an adjunct faculty member in the Computer Science Department at WSU’s Tri-City campus. She has served in this role since the 1980s. She currently teaches a course titled “The Impact of Computers on Society.” Toni is also Manager of IS&T Systems Engineering for Bechtel National, Inc. on the WTP project. Toni’s organization is responsible for the Software Quality Program, IT Configuration Management function and the Release Management function.*

## Your Opportunity to Serve Awaits

It's time for Section nominations and elections. Positions to be filled are Section Chair, Vice-Chair, Secretary and Treasurer. If you are interested in becoming more actively involved in Section 614's future success, or if you have someone else in mind for an office, please let [Alvin](#) know right away. We will review the status of nominations and, ideally, announce the names of nominees at the March 5 dinner meeting. If you are able to attend, you may also place names in nomination at that time. Formal election of next year's officers will be held in late March or early April.

The term of service will be from January 1 to December 31, 2014, due to a change in ASQ's policy aligning the section year with the fiscal year. The six-month interim term between July 1 and December 31, 2013, will be filled by appointment. ASQ's Section Advisory Council (SAC) encourages sections to appoint the incoming officers and committee chairs for that six-month term so they may learn the duties of the position and have an opportunity to then serve for the next full year. For those who may be interested, be assured that the current section officers will be more than willing to help with the transition.

## "New Habits of Mind for New Solutions" Workshop to be held in Seattle and Portland in March

Bring a colleague - or two - to this highly interactive all-day session to learn and work together on a real-time complex issue. This is a powerful opportunity to get traction on a challenging issue. One of the workshop instructors is Steven Byers, who served as Chair of ASQ Section 614 many years ago.

The workshop covers these topics:

- What is a system? What is systems thinking?
- The ways and habits of systems thinking
- Practical application of the habits of systems thinking
- Using feedback to better understand a system
- Understanding and creating causal loops
- Using the iceberg model to deepen understanding
- Identifying leverage points for change
- Putting it all together – applications and practice

Cost: \$99 per student

Dates/Locations:

March 1, 2013 - Seattle, WA  
March 8, 2013 - Portland, OR

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

## Interested? Let Us Know ASAP!

### New Software Dedication Course to be offered May 6 & 7 in Richland

Our section is looking into bringing the following course to Richland on May 8 & 9, depending on interest.

#### ***Software Dedication Training: Use of Commercial Grade Computer Programs for Design and Analysis in Nuclear Applications***

This course, to be conducted by Theseus Professional Services, was developed in response to an addendum, issued by the NRC in June of 2009. The 2009 addendum to ASME NQA-1 requires that computer programs not developed to the requirements of NQA-1 be dedicated as required by Requirement 7 and Subpart 2.14. Computer programs most significantly impacted by this change are those used in design and analysis. This course examines the requirements and guidance available for using commercial grade computer programs and software.

At this time, depending on the number of registrations, it is expected that the cost per student will be around \$800. We need to determine if there is enough interest to pursue this; if you will attend this course and/or know others who would, please contact [Steve McConaghy](#) as soon as possible.

**THROUGH CHANGE COMES IMPROVEMENT**

2013 WORLD CONFERENCE ON QUALITY AND IMPROVEMENT  
May 6 - 8, 2013 | Indianapolis, IN  
Managing Change

Learn best practices, successes, and proven techniques from keynote speakers and presenters representing an array of countries, backgrounds, and industries.

Featuring sessions and workshops from several quality disciplines, the conference highlights the positive impact that quality can have on your business, your community, and your world.

Connect with quality leaders from around the world at this year's World Conference.

Visit [wqcj.asq.org](http://wqcj.asq.org) to begin your registration.

ASQ  
The Global Voice of Quality

Visit <http://wqcj.asq.org/> to register.

“Be the change you want to see in the world.”  
[Mahatma Gandhi](#)

## New at ASQ Quality Press

[2013–2014 Criteria for Performance Excellence \(Business/Nonprofit\)](#)

This is the official 2013–2014 Criteria for Performance Excellence for business/nonprofit organizations. The 2013-2014 Criteria builds on the 25-year Baldrige Criteria and features a renewed focus on innovation management, intelligent risk, and strategic priorities; social media; operational effectiveness; and work systems and core competencies. Cost is \$25.

## Lean Facilitator Training to be offered in Olympia March 12-14

Lean is an effective methodology to remove waste and streamline an organization's processes. However, execution of those concepts requires more than just knowledge of the tools. Effective professionals are also adept at facilitation and project management.

The Washington State Quality Award (WSQA) is offering a three-day course that provides the basics of Lean, facilitation, and project management and how they all work together to create successful Lean efforts. For an additional fee of \$500 (\$400 for members), a certified Lean Six Sigma Black Belt will provide five hours of coaching on the student's first Lean project. Space is limited to 10 participants.

**Date:** March 12-14

**Time:** 8:30am – 4:30pm each day

**Location:** DSHS, 1115 Washington Street, Olympia, WA

**Cost:** \$550 WSQA Member; \$950 including coaching  
\$600 Non-Member; \$1100 including coaching

To register for the class, call or email the WSQA office at (253) 277-1142 or [wsqa@wsqa.net](mailto:wsqa@wsqa.net).



## Section 614 Membership

As of February 6, 2013, we have 103 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	Patrick Faulk
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.