



CHAIR'S CORNER

by Robert Boykin

'Tis nearing the end of another section year...

I can see you tearing up. Don't despair; the Section's Leadership Team will not lay dormant during the summer months, but will continue to plan and prepare for an even better program lineup beginning this fall. This is where you can help. Come now. You didn't think we should do it all by ourselves.

Feedback from many of you who have been contacted by Leadership Team members suggest that some of the program topics this past year have not been of interest to you, which is a reason why you have not attended a business meeting. Well, what topics are of interest to you? I would really like to know.

I recently accessed some other ASQ Section websites around the region to see what types of monthly meeting they provide. Topics included the following:

- Risk Management
- Audit Performance
- Tips and Techniques for Corrective/Preventive Action
- Root Cause Analysis
- Software and Systems Integration
- Recertification Tips
- Value Engineering
- Statistics in the Community
- Preventive Maintenance and how to apply it to ISO 13485 & ISO 9001
- Supplier Qualification & Certification
- Professional Development
- Stakeholder Management for Projects
- Plant Tours

Is there something on the list above that is of interest to you? Is there another topic that would assist you in using your talents and skills to further your career or your desire for learning?

We recognize that many members can't make it to a central location for monthly membership meetings and site visits. However, our section is committed to providing services and opportunities to participate to all our members. We strive to conduct our business using low-maintenance means, recognizing that members have other calls for their time, including job, family, and leisure.

With that said, I would like to hear your suggestions about monthly meeting topics to consider. Drop [me](#) a line with your suggestions. I look forward to hearing from you.

Be well and be safe.

- Robert

VICE CHAIR'S CORNER

by Jo Haberstock

With the focus this month on Earth Day and related activities, let's challenge ourselves to reduce, reuse, recycle, e-cycle, and properly dispose of trash and waste.

Did you know that the United States produces up to 50 million tons of e-waste each year? E-waste refers to any electronic device that is outdated, obsolete, broken, donated, discarded, or at the end of its useful life. It includes cell phones, computers, laptops, monitors, PDAs, televisions, printers, scanners and any other electrical device. Of the 50 million tons of e-waste produced each year, only 20-25% is recycled safely and responsibly. The other 75% ends up in landfills, where hazardous materials from such waste may contaminate air and water supplies.

Challenge yourself, your family and your friends to commit to one or more of the following ways to take environmental action now and in the future:

- Help keep water clean by using biodegradable and environmentally-friendly cleaning products
- Dispose of solid and liquid wastes and medications safely
- Take public transportation, carpool, bike or walk when possible, and plan your shopping trips (use lists) to reduce trips and vehicle emissions
- Plant native species in your garden, and encourage important pollinators such as bees and birds by planting their favorite plants
- Reduce or eliminate the use of pesticides when possible (and use safely when you must)
- Save energy at home; buy energy-saving appliances (the average washing machine uses 40.9 gallons per load – buy a high-efficiency washer or save up for full loads)
- Find out how much of your home's energy is supplied by renewable sources, and seek to increase it
- When purchasing items, look for sustainable, recycled or reused resources; choose items in less packaging.
- Get involved in local environmental events; learn more and share what you learn with others

Want to learn even more? Check out the EPA's website at www.epa.gov/earthday.

- Jo

Saturday
May 4, 2013

LOCATION:

Kiona Vineyards & Winery
44612 N Sunset Rd
Benton City, WA
(509) 588-6716

Times:

10:00 am – Check in

10:15 am– Tour Begins

11:15 am (approx) – Wine tasting,
followed by lunch on the patio
(weather permitting)

Box lunches provided by
O’Callahan’s Catering – there will
be a variety of sandwich types, plus
chips or salad, whole fruit and a
cookie.

SAFETY: We will be walking
outdoors at times and visiting
temperature-controlled tank and
barrel rooms, so please wear long
pants (no shorts), long-sleeved
jacket or shirt, and closed-toe
shoes (no sandals).

Cost:

\$15 (members or non-members)

Note: Bottles of Kiona wines will be
available for purchase, if desired.

For planning purposes, reservations
must be received by **April 29**.
E-mail panda_2@charter.net with
your name, phone number,
company affiliation, and type of
reservation, or call Alvin at
371-2221.

NOTE: The winery can
accommodate a maximum of 30
individuals for the tour, so be sure
to **make your reservation soon!**

All no-shows will be billed unless
cancellation is received 48 hours
prior to meeting start time.

Special Tour, Tasting and Lunch **Saturday, May 4**



Kiona Vineyards and Winery **Benton City Washington**

Members! Friends! Make your reservations now for an interesting, educational and sure-to-be FUN site visit to Kiona Vineyards and Winery. Our section meetings provide opportunities to make connections with other quality professionals, to meet new people and to make new friends.

This is the final section meeting before our summer break, and we hope you will join us to hear, see (and taste) how quality principles apply to making and producing fine wines. Assistant winemaker Glen Fukuyama will give us the grand tour!

Kiona Vineyards started as an 84-acre patch of desolate sagebrush and cheatgrass nestled between Red Mountain and the Yakima River. John Williams and Jim Holmes did their research and, as far as they could tell, the area was perfect for growing grapes. It had south-facing slopes, incredible hezel silt loam soil, and temperate sunny weather conditions. It didn’t matter that they had to bring electricity in from 3 miles away or dig a well on their own dime. They were going to plant a vineyard, and it was going to be good.

Using what one of John’s children would later jokingly call “slave child labor,” the first grapes were planted on Red Mountain in 1975. They planted four acres each of three classic varieties – Cabernet Sauvignon, Chardonnay, and Riesling. The first fruit was ready in 1978, and just two years later Kiona Vineyards and Winery produced their first wine. Since then, Kiona Vineyards and Winery has grown from a basement/garage operation to one of the premier wineries and grape sites in the United States. Wine Spectator has placed two of Kiona’s wines on its prestigious “100 Best Wines” list and the Williams’ were among the inductees into the “Legends of Washington Wine” Hall of Fame in only its second year in existence.

Although Jim Holmes moved on to manage his own vineyard on Red Mountain, the Williams family still tends to their perpetually expanding winery and over 300 acres of vineyards, never forgetting to enjoy plenty of wine along the way.

Join us May 4 to learn more about the role(s) of quality in the wine making process. With red wines, white wines, dessert wines and more, there is sure to be something to please just about every wine lover’s palate.

ARE AUDIT CHECKLISTS EASY?

by Dennis Arter, The Audit Guy

There continues to be much discussion about the use of checklists during a management system audit. Most of the conversation has focused on quality management systems, but the principles apply to environmental, safety, and security management systems as well. Some are stating that the registrars (aerospace, automotive, etc.) do not even allow the use of checklists. While I find this hard to believe, I think I understand why those statements are being made.

I think that many folks think of the standard 57-page detailed list of international standard requirements when they hear the word "checklist." I was guilty of publishing one of these as an appendix in the back of the second edition of my book on auditing. It wasn't 57 pages long, but it was written to address all the clauses of the ISO 9001:1987 standard. Big mistake. It was removed in the third (and current) edition.

These extensive lists of requirements for a particular international standard can be harmful for several reasons. They shut down the mind. They allow an auditor to proceed without exploring the processes and methods. They result in boring reports. They are indeed evil!

We know that the most laudable concepts - Thou shalt not steal; thou shalt not lust after another's property - are no good without local methods and boundaries. Often these local strategies and tactics are expressed in site-specific manuals and procedures. Work product specifications are contained in drawings and assembly sheets and test plans. The whole idea behind the "process approach" to auditing is to see if these local documents support the standards and regulations and they actually work. We must drill down deeper than just the NQA-1 layer.

A standard set of checklist questions, based on the external standard or regulation, is a good starting point. But it must be customized to include the auditee manuals, procedures, and specifications. Then it becomes a very useful tool for gathering data. These data are used to form conclusions – the fourth of four rules for auditing. No data, no conclusions.

We can apply a number of different techniques to customize our checklists. Flowcharts are perhaps the most used (and useful). Turtle diagrams help to open our minds and explore the many facets of process control. (I gave a lecture on this to our Section several years ago; files are available on the [web site](#).) Sure, this extra work takes time and concentration. But to do an audit without such customization is a disservice to all stakeholders: auditee, audit boss, and the internal or supplier organization.

Some of my pals who work for registration firms tell me they wish they could customize their checklists for each assigned audit. But the market will not support this. So the work-around is to have no checklist at all. I do not believe that is a viable solution. I will continue to teach and advise my friends that checklists are your friends. But they must be customized down to the process level in order to get all of their inherent benefit. No system audit checklist should ever be the same. Sure, questions can and should be recycled. But we need to engage the little grey cells of the mind before proceeding with the fieldwork.

RECERTIFICATION CHANGES

by Patrick Faulk, Certification Chair

It may still be news to some (most?) of us that the cost of recertifying went up last year. If you earned your certification before July 2012, the fee information in your Recertification Journal is probably outdated. Before submitting your Recertification Journal Application (and attached documentation), please be aware that the fees now are:

	ASQ Member	Nonmember
One certification	\$ 59	\$ 99
Two or more certifications	\$ 79	\$ 99 each

While this is an increase of \$29 for ASQ members and \$49 for nonmembers, ASQ certifications still represent an extremely good value when compared with many other professional certifications.

This is a good time to remind everyone that there are two ways to recertify: Complete your Recertification Journal (18 recertification units over three years), or sit for the exam (again!). If you have not reviewed the requirements in your Recertification Journal lately, now would be a good time to do so. There are numerous ways to earn recertification units, including attendance at Section meetings and providing volunteer services to the Section. For more information and the latest version of the Recertification Journal/Application, check out the "Certification" link at www.asq.org. As the Section 614 Certification/Recertification Chair, I'm always available (by [e-mail](#) or at 509-371-2029) to answer questions and help track down any needed information.

ARE YOU SIGNED UP FOR WCQI?

Indianapolis, here we come! With more than 100 sessions on the theme of "Managing Change" to choose from, this year's World Conference on Quality and Improvement (WCQI), May 6-8, is sure to keep your days full.

Additional training opportunities

Advance your conference learning by registering for preconference courses. Here are just a few being offered:

- Systematic Problem Solving for Sustained Improvement with Quality Tools
- Measuring Process and Organizational Performance
- Lean Enterprise

Click [here](#) for more information about these and other courses offered at the 2013 WCQI.



REGION 6A DIRECTOR'S TRAINING FOR SECTION LEADERS

Ed Landauer, ASQ Region 6A Director (RD), presented a leadership training session in Portland, Oregon, on April 6 for section leadership team members. The Portland ASQ section hosted the meeting. Representatives attended from almost all sections in the region, including Portland, Vancouver, Spokane, Seattle, Idaho, Alaska and Salt Lake City. Our section Chair and Vice Chair, Robert Boykin and Jo Haberstock, participated in the training.

Items discussed included the following: section elections, new officer terms and "filling the gap" between July 1 and January 1; ASQ awards/recognition program; RD Award and status; blackout dates for section conferences; Voice of the Customer Chairs; future RD correspondence, meetings and conference calls; online training for section leaders; and more.

As part of the training, Ed provided an overview of the Stages of Leadership Development, showing how this applies not only in one's work life but also as a person joins and becomes more involved in ASQ activities.

Section representatives discussed a number of relevant topics, including program ideas, costs, meeting registration and payment options, demographics and social media. A good deal of discussion centered on how to get section members more actively involved in activities and how to attract/encourage younger people to join ASQ.

Overall, the training provided by Ed was of good value. The opportunity to meet and share ideas with fellow section leaders from our region was very rewarding. The highlights of the day were shared with our Section 614 leadership team, and it is hoped that we will be able to build and expand on insights gleaned as we begin planning for the 2013-2014 section year.

FREE! GET YOUR FREE MEMBER GIFTS!

Only available through May 14!

- **eBook** (PDF, 6333 KB): "The Path to Profitable Measures"
- **Webcast** (19 minutes): "An Introduction to Data Tables"
- **Featured QP Article**: "Seven Data Collection Strategies to Enhance Your Quality Analyses"
- **Plus**...links to seven data collection and analysis tools and Templates. All available to ASQ members at [this link](#).

CHERYL BROETJE TO SPEAK AT MID-COLUMBIA LEADERSHIP DEVELOPMENT ASSOCIATION (MCLDA) MEETING MAY 8

Broetje Orchards was founded by Ralph and Cheryl Broetje in 1968 and has grown to become one of the largest privately owned and operated orchards in the country. Over the years, the family has used profits from the business to fund and support under-served communities and expand their mission of "bearing fruit that will last." The Broetje Orchards' brand, First Fruits of Washington, continues to offer the "first fruits" (in the form of profits) to communities in need. Through partnerships in communities and countries around the world, they are changing lives and opening doors for others to pursue their own dreams for the future.

The May 8 meeting will be held at the Country Gentleman Event Center in Kennewick. Check-in/social hour starts at 5:30 pm, with dinner at 6:30 and the program at 7. Cost is \$20. [Reservations](#) are required by May 6.

4TH ANNUAL NW QUALITY AND IMPROVEMENT CONFERENCE – MAY 16 - VANCOUVER

Join with other quality professionals in Vancouver, Washington, on May 16 for a fun-filled and educational day. The SW Washington-Vancouver section's conference includes keynote speakers, hands-on workshops and networking. You will also have an opportunity to meet local companies showcasing their quality and lean products, resources and services.

Modeled after the WCQI, this one-day conference will include workshops and guest speakers from various local industries, including transportation, government, manufacturing, healthcare, education, and professional and business services.

Two workshops will be offered:

- ❖ High Stakes Process Improvement
- ❖ Listening: An Essential Quality Tool

Some of the technical and leadership track topics offered are:

- Getting Started on the Lean Journey
- Stages of Leadership Development
- Optimizing Regulatory Reform: A Continuous Improvement Process
- Rebooting Training – Staying Relevant In the Age of Twitter
- Can't We All Just Get Along? How to Reduce Workplace Conflict and Successfully Achieve Resolution

Date: May 16 **Time:** 8 am – 5 pm

Location: Heathman Lodge - Vancouver, Washington

Cost is \$130 for those who register before May 10. For more information and to register, [click here](#).

SIX FUNDAMENTAL CHARACTERISTICS OF THE BEST WORKPLACE LEADERS - WORKSHOP

Gain the most traction, in the least amount of time, by assessing and improving your leadership skills. In this course, offered by the Mid-Columbia Leadership Development Association (MCLDA), you will learn:

- The six leadership characteristics most valued by followers
- How to encourage your followers to be candid and truthful with you
- A simple process to ensure a continuous flow of ideas from your followers
- How a leader’s ability to listen well is crucial to improving performance

Two dates to choose from:

April 25, 2013 5:30 – 7:30 pm
Abadan, 79 Aaron Drive, Richland

May 3, 2013 2:00 – 4:00 pm
Ben Franklin Transit, 1000 Columbia Park Trail, Richland

Cost is \$75 per student. For more information, contact [Lisa](#).

HOW TO SET BETTER BOUNDARIES AT WORK AND HOME – MAY 17

A boundary is the gate around your property, and an emotional boundary can either let too much in (making you a doormat) or let nothing in (making you a wall). Get healthier by learning how to set appropriate boundaries around your priorities. This workshop is sponsored by Mid-Columbia Leadership Development Association (MCLDA).

Date: May 17 Time: 1:00 pm to 3:30 pm

Location: HAMMER Training Facility, Richland

Instructor: Paul Casey

Cost: \$79 (only \$50 if two or more sign up)

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

NEED RECERTIFICATION UNITS?

Our Section has opportunities available for volunteers to help with Membership, Voice of the Customer, Programs, Publicity and more. If interested, please contact any member of the Leadership Team.

2013 SERVICE QUALITY CONFERENCE TO BE HELD IN LAS VEGAS IN OCTOBER

Service quality is about engaging customers, listening to and understanding their needs, delivering appropriate service, establishing valid and reliable service performance measures, and measuring customer satisfaction outcomes. Having a better understanding of these service quality standards can help improve your economic competitiveness.

The ASQ Service Quality Division is assembling some of the industry’s leading service leaders to provide engaging discussions around service quality standards. Anyone involved in service quality, customer relationship management, gathering and acting upon the voice of the customer (VoC), or enhancing the customer experience will likely benefit from attending the 22nd Annual Service Quality Conference in Las Vegas, Nevada October 7 and 8. The 2013 conference will provide step-by-step advice and the latest in service delivery methods and networking opportunities. Speakers will engage attendees on topics to help organizations improve customer service, reduce costs, and build both customer loyalty and satisfaction.

Early Bird Rate is just \$645 for ASQ members, or \$495 each for three or more from the same organization/company if [registered](#) by August 26.

SECTION 614 MEMBERSHIP

As of April 8, 2013, we have 110 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 Haberstock
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.