

CHAIR'S CORNER

by Robert Boykin

I usually do a little research and write about something related to the next section meeting topic in this column. However, with our summer break now officially underway, I found myself wondering what to write about this month. Since it is the month of May and both Cinco de Mayo and Mother's Day are already past, I decided on Memorial Day.

In my online research, I learned (or in some cases confirmed what I already knew) that Memorial Day is a U.S. federal holiday that occurs on the final Monday in May. Formerly known as Decoration Day (until 1882), it originated after the American Civil War to commemorate the Union and Confederate soldiers who died in the Civil War. By the 20th century, Memorial Day had been extended to honor all Americans who died while in the military service, and most people have since extended the remembrances to include all loved ones who have passed.

The practice of decorating soldiers' graves with flowers is an old custom, as they were decorated in the U.S. before and during the American Civil War. Following President Abraham Lincoln's assassination in April 1865, there were a variety of events of commemoration. Memorial Day was observed for the first time on May 30 of that year; according to folklore, the date was chosen because it was *not* the anniversary of a battle. According to the White House, the May 30 date was chosen as the optimal date for flowers to be in bloom.

On Memorial Day the flag of the United States is raised briskly to the top of the staff and then solemnly lowered to the half-staff position, where it remains only until noon. It is then raised to full-staff for the remainder of the day. The half-staff position remembers the more than one million men and women who gave their lives in service of their country. At noon their memory is raised by the living, who resolves not to let their sacrifice be in vain, but to rise up in their stead and continue the fight for liberty and justice for all.

One of the longest-standing traditions is the running of the Indianapolis 500, an auto race which has been held in conjunction with Memorial Day since 1911. It runs on the Sunday preceding the Memorial Day holiday.

Because Memorial Day is generally associated with the start of the summer season, it is common tradition to inaugurate the outdoor cooking season on Memorial Day with a barbecue.

I wish you all a fun-filled summer season. If you plan to barbecue on Memorial Day and have lots to share, give me a call!

Be well and be safe.

- Robert

VICE CHAIR'S CORNER

by Jo Haberstock

Well, we're almost at the end of another section "year." Our May 4 site visit to Kiona Winery & Vineyards was our last meeting until September. We've held elections for the 2014 calendar year and both the outgoing and incoming section Leadership Team members will be working together during the interim period (July 1 – December 31) to plan programs and transition responsibilities to the 2014 team.

As I look back on the past section year, I am very proud of the quality of programs, speakers and site visits we were able to offer members – and I hope you enjoyed them as well. We are on track with the annual business plan and have achieved almost all of the goals we set for the year. And some of the goals were challenging – contacting members and obtaining feedback on our meetings and business strategies, developing and implementing a membership plan, providing regular communications, advertising ASQ-sponsored educational opportunities, completing leadership training and more. Many thanks to the section's Leadership Team and other members who volunteered their time to help our section be successful.

For those of you who participated in the site visit on May 4,

I think you'll agree that we had a pretty awesome tour by Kiona's assistant winemaker, Glen Fukuyama. We learned about many of the quality processes and got to taste several of their wines from the vats and barrels before heading to the tasting room for even more tasting,

followed by lunch. The weather cooperated, so we were able to have our box lunches out on the patio and enjoy the view. Here are a couple pictures from the May site visit.



We are already starting to plan our next site visit – hopefully sometime in the fall. Stay tuned for more details in the coming months. And if you have ideas for speakers and/or topics, or if you would like to help with planning, please let us know.

Enjoy your summer!

- Jo

INVITATION TO 2013 HEALTHCARE LEADERSHIP SYMPOSIUM

The California Council for Excellence (CCE), the Washington State Quality Award's (WSQA) sister organization, is sponsoring its first Leadership Symposium this summer, on June 5, at Soka University in Aliso Viejo, California.

The event features six speakers from healthcare who have championed their efforts as leaders using the Baldrige Performance Excellence Program either on a national or state level. Hear from them as they explore the concept of leadership and share their best practices and lessons learned along the way.

For more information and to register, check the [CCE website](#) or call (858) 486-0400.

May 2013 ASQ Member Gift: Magic of 7 in Quality Bundle

This month's free member gift features various quality tools and knowledge with the number seven at its core. Learn how quality can help your competitive advantage, discover quality habits that your organization needs to be successful, and get a popular reminder of the seven basic quality tools. The Magic of 7 in Quality Bundle includes the following: [Enabling Excellence: The 7 Elements Essential to Achieving Competitive Advantage](#), eBook; "The 7 Habits of Quality Obsessed Organizations," webcast; and "Seven Basic Quality Tools," ePub edition.

The bundle of gifts is [available](#) to member through June 13, 2013.

2013 WCQI HIGHLIGHTS

You're probably aware of some of the highlights of this year's World Conference on Quality and Improvement (WCQI) already, from various ASQ publications and the blogs posted during the conference.

Stay tuned for the June newsletter, as we hope to have one or two articles from our own section members who participated in the conference.

Need Recertification Units?

Did you know that you can help your local ASQ section and also receive RUs for doing so? We have many opportunities available for volunteers to assist our teams: Membership, Education, Voice of the Customer, Programs, Publicity and more. If interested, please contact any member of the Leadership Team.

GAZETA GLOBAL

Have you been reading ASQ's [Gazeta Global](#) newsletter? It's a great source of/link to quality-related stories from around the world.

The May issue features stories from Dubai, Saudi Arabia, Malaysia, Mexico, United Arab Emirates, Jordan and Egypt, and more. It also includes profiles of quality professionals in Brazil, Peru, Trinidad and Tobago, Turkey, and Germany.

If you are interested in providing a global quality-related story, news item or upcoming event announcement for a future issue of *Gazeta Global*, contact editor [Megan Schmidt](#).

2014 INTERNATIONAL TEAM EXCELLENCE AWARDS

How are the work dynamics in your organization? Does your company encourage teamwork and use teams to brainstorm ideas and resolve issues? Would you like to know how your teams compare to the best teams in the world?

The 2013 ASQ ITEA finalists saved millions for their companies and showcased their projects and processes live at ASQ's World Conference on Quality & Improvement (WCQI) earlier this month. Your team could be in Dallas next year, sharing *your* projects and processes!!

The ITEA is the only international team recognition process of its kind in the United States. Since 1985, more than 1000 teams from the United States, Argentina, Australia, Brazil, Canada, China, Colombia, Costa Rica, Germany, Guatemala, India, Japan, Mexico, Philippines, Singapore, South Korea, Thailand, and the United Arab Emirates have participated.

Deadline for submittal of the intent to participate form is July 1, with team entries due by September 9. For more information, check out the ITEA [website](#).

"Look at a day when you are supremely satisfied at the end. It's not a day when you lounge around doing nothing. It's when you've had everything to do, and you've done it."

- Margaret Thatcher

MEMBER RECRUITMENT CAMPAIGN UPDATE

As the newsletter goes to press, the results of the recent section membership drive have been compiled and are being validated by the firm of Ernst & Young...or rather Mc & Conaghy (Steve McConaghy, Membership Chair).

The winner of the gift card for recruiting the most new members will be announced in the next newsletter.

SECTION 614 ELECTION RESULTS

The section officers for calendar year 2014 have been elected and the required committee chairs have been appointed. These individuals will officially begin their terms on January 1, 2014. Most of the current Leadership Team members have agreed to continue in their positions during the interim gap between July 1 and December 31, 2013. Because of the change to the fiscal calendar this year, our plan is to have the new officers/chairs begin working with the current/interim leadership team starting July 1. This will allow for increased understanding of the section roles and easier transition to the 2014 year.

Congratulations to the new (2014) Leadership Team members. We thank everyone who has stepped up to take on a more active role in our section.

2014 SECTION 614 LEADERSHIP TEAM (January 1 - December 31, 2014)	
Section Chair	Alvin Langstaff
Vice Chair	Jo Haberstk
Treasurer	Kent Ozkardesh
Secretary	Dennis Arter
Certification/Recertification	Patrick Faulk
Voice of the Customer Chair	Debbie Clarke
Audit	Clark Beus
Membership Chair	Robert Boykin
Nominating Chair	Jo Haberstk
Webmaster	Dennis Arter
Newsletter Editor	Robert Boykin
Division Liaison and Section Historian	Dennis Arter
Education Chair	Vacant
Programs Chair	Vacant
Publicity Chair	Vacant

SECTION 614 MEMBERSHIP

As of May 6, 2013, we have 113 members in our Section.

2012-2013 SECTION 614 LEADERSHIP TEAM (through June 30, 2013)	
Section Chair (and acting Programs Chair)	Robert Boykin
Vice Chair (and acting Publicity Chair)	Jo Haberstk
Treasurer	John Fish
Secretary	Deborah Coffey
Certification/Recertification	Patrick Faulk
Voice of the Customer Chair	Jo Haberstk
Audit	Clark Beus
Membership Chair	Steve McConaghy
Nominating Chair	Alvin Langstaff
Webmaster	Dennis Arter
Newsletter Editor	Robert Boykin
Division Liaison and Section Historian	Dennis Arter
Education Chair	Vacant
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.