



CHAIR'S CORNER

by Robert Boykin

As you may have figured out, I like sharing quotes that relate to and/or enhance the article being penned. A notable quote I've come across recently is only eleven words long – "Be the change that you wish to see in the world," attributed to Mahatma Gandhi.

The phrase, in my opinion, places primary responsibility for the contentment in one's life solely on the person living it. Meaning that how a person wants things to be, she or he must be the catalyst to make it happen. If greatness is sought, be great. If quality is sought, add value. If leadership is sought, lead on.

I have yet to have an in-depth conversation with a person where there was not some discussion about how things could be better. And between you, me, and the lamp post, many things in this world could indeed be better. So, speaking of change, how can we shape the change we want to see in the world? It sure would be nice to have a Lamborghini as an award to encourage plentiful participation. Nonetheless, let's give it a try.

If you could change one thing in the world to make it a better place, what would it be? Identify one item that is very important to you. If your selection is world peace, that's been proclaimed many times so try again.

Can't think of any? Consider the changes (or desires) below that were taken from conversations I've had with others.

- Eliminate homonyms and synonyms. There is enough confusion in the world.
- Abolish the word Trigonometry. Why are angles and triangles so important anyway?
- Create a chemical to be included in asphalt/concrete that would keep it from dipping below 40 degrees. There would be no more slippery walkways and roadways.
- Place the punctuation mark "period" where you want. Who cares whether it goes before or after the quote?
- Give people four ears. They might listen more and talk less.
- Jettison the fees for entering national parks and viewing the wonders that nature created for all to see.
- Limit traffic circles (roundabouts) to three per city. There are enough do-loops in life without them.
- Create an organization for the mutual protection of all countries and for the complete elimination of aggression. (Remember "Gort" in the movie *The Day the Earth Stood Still*?)
- Do away with monetary value and currency. Everything would be done for the greater good of mankind (like Star Trek).
- Come on scientists. Where is that pill to regrow hair?

Be well and be safe.

- Robert

VICE CHAIR'S CORNER

by Jo Haberstock

I hope many of you will be able to join us on November 5 for our site tour to Key Technology in Walla Walla. I know it's a bit of a drive for some of our members, but it will be a great opportunity to see their fabrication shop and to learn about their quality requirements and processes. I want to thank Glenn Gruner for making the arrangements and coordinating the logistics for the tour as well as the wine tasting and pizza that we'll be having afterward.

November is National Quality Month. What are *you* planning to do to help promote quality in your organization, department or household? Give it some thought.

How about the challenge this month from our section Chair? What would *you* like to change? I haven't thought of anything earth-shattering, but here are a few things that came to mind right away:

- Fitted sheets that actually fit (and stay) on all mattresses. Who has a mattress that's only 13 inches deep these days? Most are at least 16" and then they have puffy, pillowy stuff on top of that. Oh, and while I'm wishing, make them self-folding, too. Sure, I've seen the videos on YouTube for "how to fold a fitted sheet," but we shouldn't need training. Sheets should be easy to fold and put away after washing.
- All clothing and bedding should be washable. Washers and dryers were made for a good reason. (No, not so we could call the Maytag repairman.) Think of the money we would save on dry cleaning, not to mention environmental concerns. Oh, and all comforters should fit in a normal size washing machine and dryer.
- Easy-to-understand and operate electronics. I can't figure out the voice mail feature on my phone yet. And I'm still struggling with the DVR in the family room because it's so complicated just to play a movie. And don't even get me started on how to record something with that machine!
- Make bath products with long-lasting bubbles. You know those can't be regular bubbles in the movies (e.g., "Pretty Woman") where the bubbles fill the tub and never seem to dissipate. I want those nice, big, soapy bubbles.
- Come up with more foods and drinks that taste good and are also good for you. I could go for a no-calorie hot fudge sundae right about now. With whipped cream, nuts and a cherry, too, of course.

Hope to see you in Walla Walla on November 5.

- Jo

Tuesday,
November 5, 2013

ASQ SITE VISIT, TOUR AND MORE

NOTE LOCATION:

Key Technology
1396 West Poplar Street
Walla Walla, Washington
(509) 529-2161

NOTE TIMES:

6:00 p.m. - Check in/Networking
6:30 p.m. - Tour Starts

Cost: \$20 tour, tasting and pizza
\$10 for the tour only

Following the tour/presentation at Key, we will meet up at Plumb Cellars' Tasting Room in downtown Walla Walla, for wine tasting and a variety of pizzas from Sweet Basil Pizzeria.

Due to space at the winery, attendance is limited. Reservations must be received by October 30. E-mail panda_2@charter.net with your name, phone number, company affiliation, or call (509) 371-2221.

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

Key Safety Rules in Production Area:

- Closed-toe, low heeled sturdy footwear
- No cell phones, electronic equipment, backpacks, camera, weapons, food or drink
- Safety glasses and hearing protection must be worn where required
- Persons with pacemakers are not allowed in Sandblast, Welding or Fabrication areas
- Must display visitor's badge and remain with tour guide and in safe areas at all times.

For more information about ASQ and upcoming events, check our [website](#).

“Quality is KEY to Manufacturing Success”

Key Technology

Walla Walla, Washington



Key Technology, headquartered in Walla Walla, is an ISO-9001 certified company and a global leader in the design and manufacture of process automation systems including digital sorters, conveyors, and processing equipment. Applying processing knowledge and application expertise, Key helps customers in food processing and other industries improve quality, increase yield and reduce cost. With worldwide sales representation, the company maintains manufacturing, demonstration and testing facilities at its headquarters in Walla Walla, Washington; and at Key Technology BV in Beusichem, the Netherlands, and Visys NV in Hasselt, Belgium. The Company's common stock trades on the Global Market tier of the NASDAQ Stock Market® under the symbol KTEC.

Key designs, manufactures and markets process automation systems for food and other industries. This technology integrates automated optical inspection systems, specialized conveyor systems, and processing/preparation systems, as well as research, development, and world-class engineering. Their served markets range from fruit, vegetables, potatoes, snacks, cereals, and meat, to tobacco, pet food, plastics, and pharmaceutical/nutraceutical manufacturing.

The November 5 site visit/tour will include a short walk to the Manufacturing Plant which includes a complete fabrication shop, over 40 welders, and complete assembly including electronics, high speed cameras, and laser scanners. Back at the Innovation and Solutions Center, Key Technology personnel will conduct equipment demonstrations so that members and guests can better understand the technology. Registration will begin at Key's Innovation and Solutions Center, 1396 Poplar Street, Walla Walla, at 6 pm, with tours beginning promptly at 6:30.

Immediately following the tour and equipment demonstrations, pizza and wine tasting will be held at Plumb Cellars' Tasting Room, 9. South 1st Ave. (maps will be provided). Plumb Cellars is a locally owned and operated winery that has been a Double Gold winner at the Seattle Wine Awards each of the last three years. They will provide tasting of their wines and will offer special discounts on wine purchases that evening. Sweet Basil Pizzeria will provide the pizzas. They are a family-owned and operated business with wonderful (according to a local taste tester!) gourmet pizzas.

Note: We will be visiting a working manufacturing operation and must follow Key Technology's safety rules. All visitors to the facility must gain access through the front office receptionist or approved visitor entrance. Visitors will be restricted to the front office area unless accompanied to the production area by a member of the Key management staff or authorized personnel. All approved visitors entering the production area must sign in and out; be made aware of and agree to abide by the rules. See sidebar for additional rules/requirements.

6TH ANNUAL SOUTHERN CALIFORNIA QUALITY CONFERENCE

November 9, 2013

“Leading Change with Quality” is the theme of the conference, which will be held at Cal Poly Pomona’s Kellogg West conference Center on November 9. Join the San Fernando Valley, San Gabriel Valley and Los Angeles Sections of ASQ for this event, planned to coincide with National Quality Month and billed as one of ASQ Region 7’s premier all-day quality conferences.

The program includes keynote speaker Javad Seyedzadeh (Global Senior VP of Quality Assurance and Regulatory & Medical Affairs at Gambro) discussing “Using Quality to Bolster the Company Bottom-line,” and four concurrent tracks on various quality topics including lean six sigma, quality tools, process improvement, etc. The conference is targeted to quality professionals at all levels of experience.

Learn and network with other participants from local industries. Lunch and snacks during the day are included with your registration.

There will also be a 1-day Pre-conference 8 hour workshop (with separate registration required) on Friday, November 8 at the same venue. Track 1 includes half day sessions on Root Cause Analysis and Leading Change without Authority; Track 2 is on Supply Chain Quality. Lunch is not included for these workshops. Discounted pricing is available through Nov. 6th. Cost for the one-day conference is only \$105 for ASQ members. For more information, [click here](#).

PEOPLE, PROCESS & CULTURE: LEAN MANUFACTURING IN THE REAL WORLD

Check out this book from the [Quality Press Store](#) by authors: Jeffrey P. Wincel and Thomas J. Kull.

Examining Lean processes in the context of the authors’ academic research in-progress, this book illustrates the impact of culture on the implementation of Lean Manufacturing (LM) across various geographic and cultural areas. It identifies cultural values, as examined against Lean manufacturing disciplines, and derives culturally based LM values. It then assesses these cultural values in light of specific LM components, such as PULL systems and TPM, to demonstrate varying perspectives and applications.

Lean culture is all about Lean vision, mission, and values. This book not only identifies the Lean values required, but also supplies the understanding to integrate these values across all levels of your organization.

FIRST THINGS FIRST: BUILDING KEY LEADERSHIP SKILLS

November 14 5:30 pm – 7:30 pm
79 Aaron Street, Richland (Abadan building)
Course facilitators: Don and Lisa Hart
Cost: \$75

Whether you’re an experienced leader or new to your leadership role, your main challenge lies in figuring out where to apply your efforts and your time. This course, sponsored by Mid-Columbia Leadership Development Association (MCLDA), will cover:

- The significant difference between an individual and a leadership role
- Why having high expectations of your employees is a vital leadership skill
- The importance of being prepared to make decisions and take action
- How calculated risks drive organizational performance.

For more information or to register, contact [Lisa](#).

TOP ANTI-VIRUS COMPANIES HACKED

Right in the middle of National Cyber Security Awareness Month, hackers briefly took over websites for AVG and other popular free antivirus programs in a Domain Name System (DNS) attack.

Here are some links, courtesy of the [Kim Komando website](#), to help keep your gadgets protected from viruses, hackers, scammers and other malicious threats.

[5 signs you have a computer virus](#)

[Simple steps to detect and remove a virus](#)

[5 ways you must secure your smartphone](#)

[Free antivirus software for Macs](#)

KNOWLEDGE RESOURCES

Four Steps to Organizational
Excellence

[click here](#)

NQEC CONFERENCE NOVEMBER 17 & 18 IN MILWAUKEE

National Quality Education Conference

November 17-18

Milwaukee, Wisconsin

Cost: \$495 (ASQ members) \$595 others

Educators, administrators, and school boards will gain insights on how to improve student learning and achievement. When quality improves in the classroom, school, and district costs will decrease. NQEC offers:

- Sessions and half-day preconference workshops to advance your skills
- Real-life examples of how quality improves student achievement at the Education Team Excellence Recognition Award sessions
- Networking opportunities with hundreds of educators and leaders focused on building quality schools.
- Renowned keynote speakers

Collaboration, critical thinking, communication, and creativity are all vital abilities and traits for today's learners to develop. Creativity and innovation complement continuous improvement and systems thinking by focusing on teamwork, solutions, and the customer - in this case, the learner. Educators around the world are working collaboratively to create new ways of reaching learners and providing tailored instruction and programs to meet their needs. Learn new ways to improve outcomes and build capacity by bridging creativity and continuous improvement, goals that are important to both PK-12 and Higher Education initiatives, at this year's [National Quality Education Conference](#).



QUOTE OF THE MONTH

It takes half your life before you discover that life is a do-it-yourself project.

- Napoleon Hill

IT'S ALMOST NOVEMBER... AND THAT MEANS WORLD QUALITY MONTH!

(the following is excerpted from a message from Gary Gehring, Chair, ASQ Section Affairs Council)

The World Quality Month (WQM) website is now live and fully functional. To help promote WQM among colleagues and peers, the site features WQM-branded tools, available in English, Spanish, Chinese, and Arabic.

In addition to the tools, you can submit your internal and/or external events that celebrate quality in the months of October or November. Also, submit knowledge resources—case studies, best practices, quality tools, success stories, or anything you want to share with the world. This is a great opportunity for your member unit or the organization you work for to be seen on the global stage.

What's New for 2013:

- **Quality on LinkedIn:** You can add "World Quality Month" as a skill on LinkedIn and encourage others to endorse one another for that skill. This is a quick and easy way to generate buzz around WQM and to get your fellow quality professionals involved.
- The site's homepage has a live twitter feed that will capture all tweets tied to WQM hashtags, including the general WQM hashtag (**#wqm13**) and the two new programs for this year:
- **Quality Lasts:** A photo contest using a special Twitter hashtag (**#qualitylasts**). The contest is running from October 1-31 with voting (using the poll on the homepage) in November. A team of ASQ staff and possibly others will vote on a short list of photos and the public would vote on the finalists. **The prize is a Canon PowerShot SX260 HS 12.1 MP CMOS digital camera.** A collage of photos will be placed on the microsite and/or made into a .JPEG and placed on the microsite, shared via social media, etc. The contest rules are posted on the WQM site homepage.
- **Quality Moments:** Tweets using the **#qualitymoments** hashtag on quality success stories or "Quality Lasts" but without the photos. There is no contest component. Longer stories can be submitted as a MS Word document and placed on the "Success Stories" page. This feature will run through December.
- **Quality Progress (QP) Favorite Quality Quote Memorabilia:** QP will feature a special section in the November issue with a list of quality quotes. You can either choose your favorite quote or create one using a special "quality quote builder tool." A link to this tool will be on the WQM site prior to November.

As quality continues to evolve, and we find new ways to utilize and implement our quality resources, it is increasingly important that we take some time to celebrate our industry and help raise the general awareness that quality plays on the global stage. Thank you in advance for taking the necessary steps to help spread the word!

GET CERTIFIED IN DALLAS IN 2014

To enhance your conference experience, you have the opportunity to take one of 16 ASQ certification exams at the [2014 World Conference on Quality and Improvement](#). Have you always wanted to become a Certified Quality Engineer or Auditor? Now is your chance to make this important investment in your career and expand your quality learning at the same time.

Exam Date: May 4, 2014

Location: Dallas, TX

Time: 10:00 a.m.

Applications for Certification must be received by March 21, 2014.

Certifications Available:

- Biomedical Auditor
- Calibration Technician
- HACCP Auditor
- Lean Certification (SME, AME, Shingo Prize/ASQ Lean Certification)
- Manager of Quality/Organizational Excellence
- Pharmaceutical GMP Professional Certification
- Quality Auditor
- Quality Engineer
- Quality Improvement Associate
- Quality Inspector
- Quality Process Analyst
- Quality Technician
- Reliability Engineer
- Six Sigma Black Belt
- Six Sigma Green Belt
- Software Quality Engineer

Just for being an ASQ member you will save \$150 on your certification. Take advantage of these savings and [apply for your certification today!](#)

KNOWLEDGE RESOURCES

The Quality Survival Guide

[click here](#)

SARDINES FOR LUNCH

by Kyle Wilson

One of my all-time favorite stories was shared by Brian Tracy at our Two Day Success Symposium he and I did together several years back. It's the story of two construction workers having lunch one day. As they each open up their lunch boxes, Joe totally "flips out" that his lunch is a sardine sandwich. "I hate sardine sandwiches!!" In fact he rants for quite a while about how perplexed and unhappy he is that he is now stuck with a sardine sandwich for his lunch! His displeasure is so apparent that Bob even offers to share his tuna sandwich with Joe, but Joe insists it will be okay; but that he just can't stand sardine sandwiches.

Well, the next day at lunch as they open their lunch boxes, Joe once again discovers a sardine sandwich in his lunch box. He can't believe it! Especially since he hates sardine sandwiches!

Now by the third day you guessed it, as they open up their lunch boxes, again there it is -- a sardine sandwich! Joe is beside himself! By now Bob has had it and says to Joe, "If you hate sardine sandwiches so much, tell your wife to quit making them and to give you something else" at which time Joe then tells Bob, "Oh, I'm not married, I make my own lunch every day."

Ha ha! Uh huh, we all get the point - we all make our OWN lunch each day.

Daily we get the power of choice, and it's the cumulative effect of those choices that determine our ultimate results in all areas of our lives. And the great news is we are the ones making our own decisions!

Brian, thanks for the great reminder!

Kyle Wilson is an entrepreneur, marketer and strategist. He is the founder of Jim Rohn International, YourSuccessStore.com and LessonsFromExperts.com. Kyle is the author of 52 Lessons I Learned From Jim Rohn and Other Legends I Promoted. You can check out his website [here](#).



3 TRICKS FOR IMPROVING YOUR BODY LANGUAGE IN THE OFFICE

by Vanessa Van Edwards

Up to 93 percent of our communication is nonverbal. This means that our body language, facial expressions and other nonverbal behavior is even more important than our verbal content. Yet most people don't even think about what their body language is saying to others.

As a result, many business people don't ever realize how much their body language is holding them back at work. I recently did body language coaching with a woman who was having a lot of trouble advancing in her career. She had all the right things going for her — great education, awesome performance reviews, successful sales, you name it — but still was not getting the promotions and upward mobility opportunities she deserved.

Within the first five seconds of meeting her, I knew what was holding her back: her body language. Her nonverbal behavior was timid, weak and disorganized, which was completely opposite of her quiet confidence and intelligence. I taught her a few of the tips below and as she adapted them, she started to get invited to sit in more high-level meetings. Then she got to represent her company at a big conference. Finally, she got an offer to head up a department in their new offices — a major promotion.

Here are a few tips you can use right now to start to improve your body language in the workplace:

Assertive Body Language

Sometimes people need to show confidence and assertiveness in their opinions and points. There are a few body language techniques that are universal signs of strength:

- **Take Up More Space:** Those who are timid tend to keep their arms close by their side and tuck their feet under their chair, taking up as little space as possible. If you want to show confidence, you have to claim space by firmly planting your feet shoulder width apart, or if you are sitting, leaning back in your chair and using the armrests during meetings.
- **Steepling:** Steepling is when you press the tips of your fingers together with palms facing each other in front of your torso. This move (which looks like a steeple) is the universal sign of confidence. You can do this at a business meeting on the table or even when speaking and trying to emphasize a point.

Rapport-Building Body Language

Building rapport is important for both men and women. It's great for interviewing, networking and getting along with office colleagues. There are a few specific things you can do with your body language to help make connections.

- **Point Your Feet:** Our brains actually subconsciously pay attention to a person's feet. You will notice our feet tend to point in the direction we want to go. For example, at a networking event, someone who is itching to leave might be talking to someone but have their feet pointed towards the door. So, if you want to show you are actively engaged, point your feet and angle your body towards the person you are speaking with.
- **Mirroring:** When we really get along with someone, we subtly mirror their body posture and movements. You can use this to your advantage when trying to bond with someone. Subtly (very subtly), mimic their body posture or try to speak at the same voice cadence as they do. Our brains register this as "friend," not "foe."

Calming Body Language

Negotiating, interviewing and tense situations in business are never easy. People need nonverbal ways to calm themselves down if they are nervous. They also need to make sure they're nonthreatening to others who might be nervous in their presence. If you are a manager or leader in your organization, these tips are great for calming a hostile employee:

- **Uncrossed Arms:** When we cross our arms, we are protecting our vital organs. This is a naturally defensive position. If you want to stay calm and open-minded, be sure to leave your arms loose at your side. If someone else is crossing their arms, give them papers, coffee or even a pencil to hold. As soon as they get out of that position they will feel less close-minded.
- **Suprasternal Notch:** The suprasternal notch, the space in between your collar bones, is actually touched when people are nervous as a way of self-soothing. Lightly massaging this area or the back of your neck can help lower your heart rate and make you feel more calm.

Body language is a fascinating science that can only be applied artfully. The best tip I can give is to be genuine. People do pick up on inauthenticity.

Vanessa Van Edwards specializes in social and emotional intelligence research and development. The focus of her company is to combine human behavior research and tech trends.

**PASCO SCHOOL DISTRICT ENTERPRISE WEEK:
Call for Volunteers**

The Pasco School District's annual Enterprise Week is December 2-6 at the TRAC in Pasco, and volunteers are needed to pull off another successful year for students.

Now in its 14th year, Enterprise Week is a partnership with local businesses and business leaders, Pasco School District and Washington Business Week. Seniors are given the opportunity to work in teams, called companies, to create a new product and operate a business using a computer business simulation. The companies are mentored and judged by a cadre of hundreds of volunteers.

Students participate in all facets of business, serving as CEO's, human resources directors, web developers, production managers, administrative assistants and marketing directors.

Company advisors are needed as well as judges. Volunteers who have participated find it a rewarding and fulfilling experience. For more information or to sign up, check their [website](#) or email enterprise@psd1.org.

SECTION 614 MEMBERSHIP

As of October 8, 2013, we have 106 members in our Section. This includes two NEW members since last month!

NO SECTION MEETING IN DECEMBER – ENJOY THE HOLIDAY MONTH WITH YOUR FRIENDS AND FAMILY!

PAM HENDERSON TO SPEAK AT JANUARY 7 SECTION MEETING

Mark your calendars now! Our January 7 speaker will be Pam Henderson, co-CEO of NewEdge, Inc., and author of the book Killing Ideas - you can kill an idea, you can't kill an opportunity.

What's an opportunity? A confluence of the need, the ability to create the right value and the right conditions and environment that allow them to come together.

NewEdge's clients include Pepsi-Co, Eastman, Ferrari, GlaxoSmithKline, John Deere and Infina.

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.

SECTION 614 LEADERSHIP TEAM(S)

Elections were held this past spring for officers for 2014, and committee chairs were also appointed at that time. Because of the six-month gap between the official end of the term for the 2012-2013 leaders and the incoming 2014 team, we are utilizing the talents and ideas of *both* teams and are using the six-month period to transition over to the 2014 team.

2012-2013 SECTION 614 LEADERSHIP TEAM (through December 31, 2013)	
Section Chair (and acting Programs Chair)	Robert Boykin
Vice Chair (and acting Publicity Chair)	Jo Haberstk
Treasurer	Kent Ozkardesh
Secretary	Deborah Coffey
Certification/Recertification	Patrick Faulk
Voice of the Customer Chair	Jo Haberstk
Audit	Clark Beus
Membership Chair	Robert Boykin
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

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
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