



**CHAIR'S CORNER**

by Alvin Langstaff

The time for changing of the guard, that is selection of fresh officers for our section, is here as I've indicated in previous communications. From the newsletter supplication in August to the direct email I sent to most of you, we've tried to offer opportunities to our members to step up and help guide Section 614 boldly into the second half of the second decade of the 21st century. I will admit to being both pleased and dismayed with the results. I am pleased that we have a few dedicated members who continue to believe that the section is a worthwhile venture and have come forward willingly to offer their service. I am dismayed that the vast majority don't appear to care enough to even complain. Rumor has it that the Vancouver section may be dangerously close to folding, if it hasn't already done so, because of lack of support by the membership. They were forced to cancel a conference this year because not enough members were willing to step up and help with the event.

So, what's my point? It would be really not very painful at all to dip your toe in the water and volunteer to be a committee chair or even just offer to help with a session or committee. We really are a swell bunch and would welcome your participation. And if that's not enough you'll have the satisfaction of knowing that you are helping advance the cause of quality in America.

In any case, mark your calendar for November 4 when our own Dennis Arter gives his farewell address on Quality, Controls and Risk. I look forward to seeing you there.

- Alvin



**VICE CHAIR'S CORNER**

by Jo Haberstock

And now... it's fall! Wow. We kicked off this month with a site visit to Cadwell on October 7. We learned about their history, philosophies, customer relationships and their quality journey to date and plans for the future. We walked through some areas of their facility and saw how they are streamlining operations for improved efficiency.

**November is Global Quality Month!** It seems appropriate that our friend Dennis Arter will be giving his "farewell address" and talking about the past, present and future of quality at our dinner meeting on November 4. I hope you will be able to join us.

What are you planning to do to recognize and celebrate Quality Month? As quality professionals we should all commit to at least a couple Quality Month goals, don't you think? I'll bet if you ask someone "What does quality mean to you?" that would start a really interesting conversation. I always find it interesting how some people seem to think that ASQ wouldn't have any conferences or training or meetings of interest to them because their job title doesn't have the word "quality" in it. Yet we all have roles and responsibilities related to quality. We all need good communications skills and use problem solving skills on a near-daily, if not daily, basis. Not everyone may not be an expert in lean management or six-sigma, but most of us use many of the same principles in our activities.

Still not sure what you can do or want to do to celebrate Quality Month? Here's an idea.

Our ASQ section will be host a **food drive** as part of our November 4 meeting. We will be collecting needed items for the Tri-Cities Food Bank. The Food Bank is an all-volunteer organization with all contributions going directly to serve those in need. Please bring some items to the meeting, and you may also make a monetary donation if you wish. Additional information will be provided in a separate email. Check out the Tri-Cities Food Bank website [here](#).

Tis the season ... to embrace quality... to celebrate quality ... and to do our part to help improve the quality of the lives of others in our communities.

Quality rocks!!

- Jo

**Tuesday**  
**November 4, 2014**

**LOCATION:**

Columbia River Catering  
Shilo Inn  
50 Comstock  
Richland, Washington

5:30 p.m. - Check in/Networking  
6:00 p.m. – Tour Begins  
6:45 p.m. – Presentation

**Dinner Buffet Menu:**

The Chef and crew at Columbia River Catering 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!

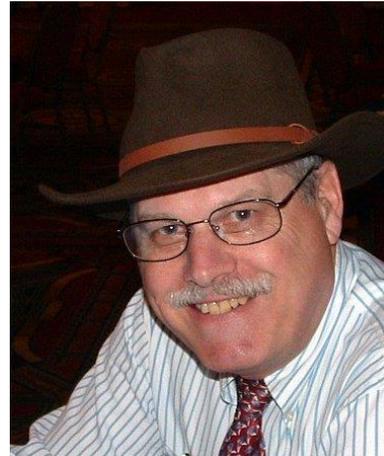
Cost:  
\$20 ASQ members  
\$24 non members  
\$5 presentation only

Reservations are due October 30. Email [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/)

## "QUALITY, CONTROLS, AND RISKS"



### Dennis Arter

#### ASQ Fellow and CQA

This is a Farewell Address covering Dennis Arter's 45-year journey through the land of quality. He will start with an examination of the four eras of our profession since humanity transitioned from the agricultural age. He will then present a general model for all organizations, be they for-profit, non-profit, government, or non-government. They all have objectives. They all experience risk.

Dennis will cover the concept of risk as uncertainty and show that the quality profession has always been concerned with risk, albeit under a different name. He will cover the basic principles of risk management: assessment and treatment. This will lead us into an understanding of controls. What are they and how do we apply them?

Dennis will then present his vision of the future of our professional societies. (Yes, there are several organizations affected.) Quality professionals are being asked to understand and advise in all aspects of control, including environment, safety, business continuity, security, and quality. Dennis will finish by covering three contemporary forces pushing quality and risk together.

*About the speaker: Dennis Arter is an ASQ Fellow and recipient of the Society's Distinguished Service Medal. He helped to start the Audit Division and is a charter Certified Quality Auditor. Dennis was a leader in the USA Standards community and served a term on the ASQ Board of Directors. He has instructed over 10,000 people in the methods of performance improvement auditing. His book on auditing is the top seller in the ASQ book catalog. He officially ends his professional career in December, but intends to remain active in the local community for the retirement phase of his life.*

## NOVEMBER IS WORLD QUALITY MONTH – WHAT WILL YOU DO TO PROMOTE QUALITY?

by Jo Haberstock

November will soon be here, and November is World Quality Month! Not that you need to wait until November 1 to create a plan, set a goal, or do something to help promote QUALITY in your workplace, your community or your personal life.

Do you already have a plan? Does your company or organization actively recognize and celebrate World Quality Month? Or is your company one where you're not even sure they know what the word means? (Let's hope not.) Either way, this is a great opportunity for you to approach your manager or team members and suggest doing something special to celebrate!

How about a quality-themed meeting – instead of introductions around the room, have each individual say something about what Quality means to them, or give an example of something they recently experienced that stands out as "Quality." Maybe it was a great new product, or how they were treated at a local store. As a work team, or with family and/or friends, consider volunteering to help a local service organization for a few hours one evening or on a weekend morning. Experience firsthand how good it feels to help others and to give back to your community!

There are lots of ways to promote – and to celebrate – World Quality Month. Make it a GREAT month!



## LOOKING FOR QUALITY MONTH INSPIRATION?

In anticipation of the worldwide celebration of World Quality Month, ASQ compiled videos from different parts of the world to gauge what the current state of quality is there, as well as what some of the driving quality issues facing global organizations today. Check them out!

[Quality in Costa Rica](#)

[Quality in United Arab Emirates](#)

[Quality in India](#)

[Quality in China](#)

Looking for a specific Quality Event? Check ASQ's World Quality Month [website](#).

## EXTRA! EXTRA! 2015 WEBMASTER ANNOUNCED!

*We are pleased to announce that, although Dennis is retiring, the Section 614 Website will not be retiring in 2015.*

*Steve Prevette, a past Chair of our Section as well as a past Webmaster, has agreed to again become our Webmaster. Many of you know Steve already, but we'll let him tell you about himself and his story.*



Hello from the other coast! Hard to believe it's been five years now since leaving the Tri Cities to move East to the Savannah River Site. Still doing the same stuff I did at Hanford, just for Fluor corporate now, servicing primarily the Savannah River Nuclear Solutions contract here in South Carolina, and also providing charting for Fluor B&W Portsmouth (Portsmouth OH). I am working with two other statisticians, and our current claim is we make 3400 charts per month, including the chart of how many charts we make.

I did not end up getting involved with the local ASQ Section here for a number of reasons, the easiest to explain is they always hold their monthly meeting on my model railroading night. So, I've maintained my 614 membership, and seeing that it is just as easy to maintain the website sitting in SC as WA, I volunteered for the webmaster job. It will be good to be involved in ASQ again. A few years ago I did make "Fellow" status, and I continue to keep my Certified Quality Engineer certification active. I thank you all at 614 for helping me to attain both Fellow and keeping my CQE current.

I am very active in the model railroading hobby. I had been a volunteer for the National Model Railroad Association while I was there, and the Northwest Region president contacted the Southeast Region president and let them know a volunteer was on their way to them. So, I got "volunteered" real quick to be the Region Registrar. I'm also the local Division Superintendent (equivalent to ASQ section chair) and the assistant webmaster. So, taking care of another website did not seem too hard.

The "Burnt Hills and Big Flats" (as I call my railroad) will be featured in an annual publication "Great Model Railroads" that will hit the newsstands in November. I also have a new layout website at <http://bhbf.weebly.com/>.

Well, I look forward to staying in closer touch now with you all and getting back to serving the Section.

Steve Prevette,  
ASQ Fellow, Certified Quality Engineer

## OCTOBER MEMBER GIFT – FMEA

Failure modes and effects analysis (FMEA) is a step-by-step approach for identifying all possible failures in a design, a manufacturing or assembly process, or a product or service.

This month's [ASQ member gift](#) will help you learn more about FMEA, including when to use it and a procedure for applying it. The FMEA bundle includes:

- Failure Mode and Effects Analysis (e-pub, 14 pages)
- A downloadable FMEA template you can use today
- 10 articles and case studies on the many ways you can apply FMEA
- A video introduction to FMEA from ASQ TV.

## ASQ CERTIFICATION – BECAUSE YOU'RE WORTH IT!

Earning an ASQ Certification is a great way to show excellence in your field. Training and experience give you the tools to succeed, but you can prove your mastery with certification. The benefits to you and your employer are boundless, but here are a few more reasons to earn certification:

- Demonstrate proficiency and achievement to your employer
- Ensure product and service quality for your customers
- Contribute organizational excellence
- Earn a deserved promotion or raise

Want to learn more about the benefits of an ASQ Certification? [Click here.](#)

## WHAT #QUALITY IS

Submit your definition of quality in the #QualityIs contest! You can submit the definition as text or a photo on Twitter, directed to @ASQ (#QualityIs), or on [ASQ's Facebook page \(#QualityIs\)](#). The contest deadline is October 31. Everyone can then vote on the top 10 submissions November 5–19. The three winners will receive a basket of World Quality Month souvenirs! For more information, [click here.](#)

## THE IMPORTANCE OF SOFT SKILLS

A recent ASQ TV™ episode focused on soft skills. As they said in the video, it's one thing to know the ins and outs of your industry and profession. But you can't be an effective leader and drive change in your field without soft skills. If you haven't seen the episode yet, be sure to [check it out.](#)

## IMPROVEMENT TOOLS & TECHNIQUES: CHARTS, CONTROLS, DIAGRAMS, IMPROVEMENT METHODS, CAMPLING AND PROBLEM SOLVING

Are you looking for some training to help understand basic quality tools and techniques? Check out this ASQ web-based and self-paced course.

The course is designed to provide quality practitioners, managers, professionals, auditors and improvement team members an understanding of basic quality tools and techniques. It may be used for professional development or as a refresher. Besides normal testing, there is a Problem Solving Team Case Study that students must review and be tested on to pass the class. The class consists of a series of lessons, illustrations, diagrams, interactive exercises, case study questions and quizzes. A desk reference that covers all lessons and a glossary are included in the class as pdf files. The class has a bank of 101 multiple choice test questions and 11 case study questions. Students have 90 days to complete the course.

Cost for ASQ members is \$159.

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

## IS YOUR SAFETY SUSPECT OR COUNTERFEIT?

The November 11 meeting of the Institute for Supply Management – Columbia Basin ([ISM-CB](#)) features guest speaker Rick Warriner, CHPRC Quality Systems.

Are the products we depend on to protect ourselves and our loved ones, counterfeit and potentially substandard? As best as can be determined, the first Suspect/Counterfeit (S/CI) bolts entered the United States sometime in 1974. Since that time many other safety related items have joined this dubious family. As of today:

- The International Chamber of Commerce's Counterfeit Intelligence Bureau estimates that 5 to 7 percent of world commerce is counterfeit.
- The Electrical Industry's Anti-Counterfeit Products Initiative estimates that counterfeit and pirated products cost U.S. Industry \$250 billion a year and result in the loss of over 750,000 jobs.
- Since 1996 UL has had to change their labeling requirements on listed products three times because of continued counterfeiting.

The meeting will be held at Applebee's in Kennewick, starting at 5:30 with dinner (no host), followed by the program. There is no charge for the program, but reservations are requested by November 6. [RSVP@ismcb.org](mailto:RSVP@ismcb.org)

## COMMUNICATE LIKE A PRO

Ever wonder how some people connect with others so well or seem to interact like a pro?

Attend the FREE October 24 Small Business Success seminar, to hear speaker Shae Frichette share information on this topic. Improve and learn more about:

- Self-Awareness
- Communication Styles
- Connecting with Others
- Collaborating with a Team

Friday, October 24 11:30 am – 1:00 pm  
Bin 20 – Pasco Red Lion

This informative event is part of the Pasco Chamber of Commerce Small Business Successes Series. Attendance is open to all courtesy of Gesa Credit Union. There is no cost for this event, and lunch is provided. For more information and to RSVP, call 509-378-3549 or [click here](#).

## VISIT TRI-CITIES MEETING AND TOURISM SHOWCASE

November 6 – Kennewick  
4 pm – 7 pm  
Three Rivers Convention Center

The featured speaker is Andres Duany of Duany, Plater Zyberk & Company (DPZ). He is an internationally renowned architect whose work focuses on cities and regional planning. DPZ has been selected by the Port of Kennewick to consult on the redevelopment of Vista Field, to help create a bolder and brighter Tri-Cities.

There is no charge to attend, but reservations are required by October 31. RSVP by [email](#) or [phone](#).

## EXPORT 101: YOUR DOOR TO THE WORLD

The Washington Export Outreach Team is sponsoring a day-long local event on November 6 to help small businesses expand globally. This full day seminar covers:

- Developing an export business plan
- Determining appropriate international markets
- Finding qualified buyers, agents and distributors
- Determining pricing and methods of payment
- Mitigating non-payment risks and financing export transactions
- Shipping products overseas.

The seminar will be held at the Port of Pasco. Cost is \$30, which includes seminar materials and lunch. Space is limited, and reservations are required by October 31. For more information, [click here](#).

## NATIONAL QUALITY EDUCATION CONFERENCE November 16 – 17 Milwaukee, Wisconsin

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, student achievement will increase. The theme for this year's conference is "Innovation for System-wide Improvement and Beyond." 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 (ETER) Award sessions
- Networking opportunities with hundreds of educators and leaders focused on building quality schools
- Renowned keynote speakers.

Cost is \$495 for ASQ members, with a discount offered for groups of 5 and more. For more information about the conference, [click here](#).

## SECTION 614 MEMBERSHIP

As of September 10, 2014, we have 105 members in our Section.

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

# SPECIAL OFFERING

---

## DATES:

Monday-Friday  
December 8-12, 2014

## ASQ Software Quality Engineer Training Course December 8-12, 2014

## LOCATION:

Linda Westfall, PE, CSQE, CQA, CMQ/OE

HAMMER Training Facility  
2890 Horn Rapids Road  
Richland, Washington

## TIME:

7:30 a.m. to 4:30 p.m. daily

## Special Rates Offered:

\$1200 ASQ members

\$1400 non-members

Registrations are requested by  
November 14, 2014

Register through [www.ASQ.org](http://www.ASQ.org)  
or call ASQ Customer Service at  
800-248-1946.

CEUs available: 3.6

For more information about  
Columbia Basin ASQ  
Section 614 and other upcoming  
events: [www.asq614.org/](http://www.asq614.org/)

*About the Instructor:* Linda Westfall leads The Westfall Team, which specializes in software engineering, software quality, software project management, and software metrics. She has worked as a software engineer, software process engineer, manager of production software, and manager of quality metrics and analysis. She is a past chair of the ASQ Software Division and has served as the Software Division's program chair and certification chair and as a member of ASQ's Certification Board.

This course is designed to help improve your job performance and the quality of your company's software products. It is a broad course that addresses all of the body of knowledge area of the Certified Software Quality Engineer (CSQE). A thorough introduction is provided for those new to software quality, as well as an opportunity to fill in any "blank spots" for experienced personnel. Although not designed as a certification refresher, this course may help seasoned software quality professionals brush up on the key elements of CSQE.

**Who Should Attend?** Software quality specialists, software quality engineers, software process engineers, and quality engineers wishing to obtain a basic understanding of software quality practices and principles. Knowledge of and/or work experience within the software quality assurance field is helpful but not required.

Key objectives of the course are to:

- ❖ Understand the basics of software quality engineering, including its benefits, related models and standards and quality team tool
- ❖ Plan, implement and audit a Software Quality Management system for your organization
- ❖ Assist in defining & tailoring software engineering life cycles and process models
- ❖ Understand the basic software project management principles and techniques as they relate to software project planning, monitoring, control and risk management
- ❖ Select, define and apply software metrics and analytical techniques to your software products, processes and services
- ❖ Participate in peer reviews and assist in planning, implementing and evaluating software test activities
- ❖ Understand the fundamentals of the configuration management process including configuration identification, configuration control, status accounting and audits

Course materials are designed to provide reference materials that can be utilized by the attendees long after the completion of the course. These materials include:

- Student notes including copies of all presentation slides and annotated descriptive text
- Reference materials and web sites to aid in directing further study
- Example solutions for all interactive and team exercises
- A detailed index and glossary to make referencing the course material easier

The complete course outline is available on the [ASQ website](http://www.ASQ.org).