

**CHAIR'S CORNER**

by **Robert Boykin**

The value of knowledge...

Reassurance from elders about the value of a good education and the power of knowledge was often shared during the teen years. Not a day went by without hearing such inspiring idioms as 'always study hard;' 'never give up,' and to 'never stop learning.' These expressions, of course, are always in season.

I stumbled across an article recently that caught my eye because the article's message was in line with the teachings shared by elders back in the day. Unfortunately, I was unable to ascertain the author's name. If you are familiar with the storyline, indulge yourself one more time, if you would.

A giant ship engine failed. The ship's owners tried one expert after another, but none of them could figure out how to fix the engine.

Then they brought in an old man who had been fixing ships since he was a young man.

He carried a large bag of tools with him and when he arrived, he immediately went to work. He inspected the engine very carefully, top to bottom.

Two of the ship's owners were there watching this man, hoping he would know what to do.

After looking things over, the old man reached into his bag and pulled out a small hammer. He gently tapped something.

Instantly, the engine lurched into life. He carefully put his hammer away. The engine was fixed!

A week later, the owners received a bill from the old man for ten thousand dollars.

"What?!" the owners exclaimed. "He hardly did anything!"

So they wrote the old man a note saying, "Please send us an itemized bill."

The man sent a bill that read:

<i>Tapping with a hammer.....</i>	<i>..... \$</i>	<i>2.00</i>
<i>Knowing where to tap.....</i>	<i>..... \$</i>	<i>9,998.00</i>



"Effort is important, but knowing where to make an effort makes all the difference! Keep studying hard. Don't give up!"

- Anonymous

Be well and be safe.

- **Robert**

**EXCITING NEWS FOR SEPTEMBER!**

by **Jo Haberstock**

Just so you know, not everyone has been on vacation or taking it easy since our last section meeting in May. Some of our leadership team members have been looking into potential member benefits, including activities related to certifications (check out articles in this newsletter about upcoming certifications and about possibly forming a study group for the CMQ/QE. Our treasurer has been busy with section financial information, while our nominations chair is currently trying to recruit members to serve as section leaders in 2017. We have also been planning for our fall meetings ... and more!

The big news: Mark your calendar for September 13 – for both the afternoon and evening. We will be offering a four-hour workshop that afternoon: "Best Practices in Mistake Proofing: Systems for Process Excellence." It will be presented by Kevin McManus, a well-known consultant, trainer and author. A brief description is in this newsletter; additional information will be sent out soon. This is a great opportunity to learn about "mistake-proofing" your processes/workplace.

Our dinner meeting on September 13 will also feature Kevin McManus. His focus in the evening will be on wearable technologies and how they can be used to proactively minimize errors and equipment failures. Be sure to print out the flyer on the next page, post it in your office and share with others. Let's get a really big crowd out for our first meeting in the fall!

I had initially planned to write something this month about one or more of the articles I read in the July issue of *Quality Progress*. One was about explaining the quality profession to someone who asks "What do you do?" Another was about how there is a notion that the world is entering a new quality era where TQM is being replaced by more "modern" approaches to quality. Both great topics that really got me thinking. But...other activities seem to have taken up my time, so maybe I'll pick back up on those topics in a future newsletter.

This leads me to wonder about how "other activities" often seem to pop up. Am I the only one who experiences this? I doubt it. I think what often happens, at least with me, is that some tasks end up taking a lot longer than I initially think they will, and then that pushes back something else that I had hoped to get done. I'm often surprised by the amount of work it takes just to keep up with needed activities to ensure we get programs planned and flyers created and publicity sent out to the various media to advertise our section events. I'm not complaining – I enjoy using the creative side of my brain, so the marketing aspects appeal to me. But everything takes time. And sometimes I'm amazed at just how quickly the time flies.

So, mark your calendar NOW for September 13 – because you're going to want to make time for the workshop and the dinner meeting that day!

- **Jo**

Tuesday  
September 13, 2016

## Using Wearables to Proactively Minimize Human Errors and Equipment Failures

**LOCATION:**

Columbia River Catering  
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

Several of Kevin's books will be available for purchase and signing at the meeting, including:

*Error Proof: How to Stop Daily Goofs for Good*

*Vital Signs, Scorecards and Goals: The Power of Meaningful Measurement*

**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:** (cash or check)

\$20 ASQ members  
\$25 non members  
\$5 presentation only

Reservations are due September 8.  
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/)



### Kevin McManus Chief Excellence officer – Great Systems!

We all know that asking people to try harder or punishing them when they fail to follow the rules are not effective strategies for minimizing errors. It is also common to recognize that engineered fixes are the best fixes, but we often do this from a 'but it costs too much' perspective and then quickly discount those options. All that is changing as Moore's Law continues to cycle year in and year out. It's time for cost-effective technology to play its role in improving human performance in the workplace.

When we think of wearable tech, perhaps the items most likely to come to mind are fitness trackers and smart watches. But there are many other applications, including monitoring systems for detecting environmental hazards on the job, as well as for assisted living, eldercare, and even for pets!

In this presentation, we will explore the different types of emerging wearable technology and the key types of applications that are quickly gaining traction in the workplace as performance improvement tools. We will also look at how the data provided by these devices, when combined with enhanced decision-making analytics, can be used to help generate far superior decisions, both on the front lines and in the board room. Finally, we will explore the potential, power, and peril of wearables when they are fully deployed as an asset optimization strategy.



Join us on September 13 to learn more about wearable technology – the good, the bad, and the ugly. (It's not all about making a fashion statement!)

*About the speaker:* Kevin McManus serves as Chief Excellence Officer for Great Systems!, based in Portland, Oregon, and is also an international trainer for the TapRooT® root cause analysis process. During his thirty-five plus years in the business world, he has served as an Industrial Engineer, Training Manager, Production Manager, Plant Manager, and Director of Quality. He holds an undergraduate degree in Industrial Engineering and a MBA. Kevin has been a member of IIE for thirty-four years, and he has been recognized as a Fellow within that group. He has served as an Examiner and Senior Examiner for the Malcolm Baldrige National Performance Excellence Award for seventeen years. Kevin also writes the monthly performance improvement column for Industrial Engineer magazine, and his newest book is entitled "Error Proof – How to Stop Daily Goofs for Good."

## PREPARATION FOR CERTIFICATION

by Patrick Faulk

This month's *Quality Progress* magazine features an article by Kristy Kistner about preparing for certification exams. Kristy is the director of the office of quality at Oak Ridge Associated Universities in Oak Ridge, Tennessee. She suggests applying project management techniques to create a certification study plan. Some of the key points of the article are:

- You must have an organized study plan
- You should apply your efforts to BoK topics you feel are your weaknesses
- Preparing for a certification exam is a "project"
- Project management tools, such as a work breakdown structure (WBS), can help you organize your study method
- Creating a prioritization matrix will focus your efforts
- Developing an index of your study materials will provide you an easy reference guide to use during the exam (which is "open book")

The author also explains how ASQ uses the six levels of cognition of Bloom's Taxonomy (Remember, Understand, Apply, Analyze, Evaluate, Create) to rank the complexity of exam questions for each BoK topic. She suggests using that information to gauge your strength level for each topic, and prioritize your study accordingly.

The approach described in the article was used by the author to prepare for (and pass) the ASQ certified quality auditor (CQA) exam. She concludes the article with the following observation: "While passing the exam was my goal, preparing for the exam was a professional development experience that helped boost my career by strengthening my knowledge of unfamiliar BoK topics."

The first cycle of computer-based certification testing is coming up in September. Certifications included in this cycle include:

Six Sigma Black Belt - CSSBB  
Six Sigma Yellow Belt - CSSYB  
Certified Supplier Quality Professional - CSQP  
Reliability Engineer – CRE  
Quality Technician – CQT  
Manager of Quality/Organizational Excellence - CMQ/QE  
Biomedical Auditor – CBA  
Master Black Belt – CMBB  
HACCP Auditor – CHA  
Quality Inspector - CQI

If you are interested in one of these certifications, you can apply through the ASQ website ([asq.org/cert](http://asq.org/cert)). The application deadline is August 15<sup>th</sup>. Once your application is accepted, you can schedule your exam with any Prometric test center. Currently, the two nearest are located in Spokane and La Grande, Oregon – but you are not limited to those. For example, if you will be traveling during the exam window (September 1 – October 15), you might consider scheduling your exam with a Prometric test center in that area.

We hope that Prometric will eventually open a test center here in the Mid-Columbia. This is more likely to happen if they see significant numbers of people from our area taking exams at their test centers. So don't let the geography get in your way; go earn that certification! According to ASQ, certified professionals see immediate results in terms of job promotions, higher salaries, and new opportunities. It is well worth the effort!

## GROUP STUDY FOR CMQ/QE: Making it Work for You

Section 0614 is measuring interest in the formation of a study group for Manager of Quality/Organizational Excellence - CMQ/QE.

Sometimes studying by yourself can be very hard, especially when dealing with an unfamiliar subject. It's likely that different people understand the various aspects of the material better than others. Pooling together these resources and forming a study group can make things easier while increasing the odds of success on an upcoming exam. Whether it's a study group that comes together to prepare for a big test or a group that works together throughout the study period, such groups are a great way to build learning through the sharing of ideas and knowledge. Your questions can be answered and discussed in a supportive and understanding environment since everyone is on the same page and speaking from a fellow student perspective.

If you are interested in joining a study group for CMQ/QE, contact Charles at [cmytler@bechtel.com](mailto:cmytler@bechtel.com).

## WHO YA GONNA CALL? RECRUITERS!

Challenge Deadline is September 15

by Jo Haberstok

Just like the theme song to Ghostbusters...how many people have *you* called and encouraged to join ASQ this month? With less than two months to go in our section's recruiting challenge, if you haven't already been thinking about it, now is a good time to take a look at your contacts list and start calling... or e-mailing... or, better yet, get out of your chair and go talk to someone in person!

Those are just a few ideas to help you win the challenge. Keep your eye on the prize, because it's a good one. If you recruit the most new, full ASQ members, you will be eligible for the following:

**The winner will receive his or her next annual ASQ membership renewal for free - a prize valued at up to \$159!**

This challenge is open to all ASQ Section 0614 members in good standing.

All you need to do is recruit the most NEW ASQ full national members including a 0614 section membership between now and September 15, 2016. Print out some of our [membership brochures](#) and hand them out to your co-workers, friends and neighbors. Tell them about past section meetings or tours you have participated in. Share the latest section newsletter with them. There are lots of ways to recruit.

ASQ membership provides access to a variety of resources, including training, webinars, forums and group discussions, and more. All at reduced costs (and, in some cases, at no cost).

The full details and rules regarding the challenge are included at the end of this newsletter.



## WE WANT YOU!

### 2017 SECTION ELECTION TIME

It's that time – election time! And we want to allow as many members as possible to have an opportunity to become more actively involved in our section in 2017.

Key positions to be filled are Section Chair, Treasurer and Secretary. Equally important to our continued success are the committee leads: Membership, Certification, Nominations, Education, Voice of the Customer, Programs and Publicity.

Please give some serious thought to volunteering to serve on the 2017 leadership team. We welcome new ideas, and need willing members to step up and help turn ideas into activities for our members.

Our nominations chair, Randy, would really like to hear from you. Send him an [email](#) and let him know how you'd like to serve in 2017. He will be happy to tell you more about the requirements and roles of the various positions.

## BEST PRACTICES IN MISTAKE PROOFING: SYSTEMS FOR PROCESS EXCELLENCE

### September 13 Workshop

12:30 pm – 4:30 pm / Shilo Inn, Richland

Six sigma levels of quality cannot be achieved by simply asking people to be careful. How do restaurant, energy, and aviation employees achieve very low error rates on a consistent basis while others who do less mistake prone work make significantly more errors? What approaches are used to obtain much higher levels of procedure compliance? This workshop will give you the details on several best practices you can use to better 'mistake proof' your workplace.

In this 4-hour workshop, sponsored by our section and presented by author and trainer Kevin McManus, you will learn how to:

- Identify those work approaches that are key in reducing human error rates
- Make improvements to the error minimization approaches you already use
- Better measure the effectiveness of your error proofing approaches
- Develop your own prioritized, 'mistake proofing' plan

Early bird registration (by August 25) is \$40 for ASQ members or \$50 for non-members. After August 25, the cost is \$55 for all attendees. Advance reservations and payment are required. Please [email](#) with your name, phone number, company affiliation and member status, or call (509) 544-6183 for more information and to secure your spot.

## WCQI 2017 CALL FOR PAPERS

Deadline is August 5

You can really make a difference at the 2017 World Conference on Quality and Improvement (WCQI) – submit your proposal to be a session presenter! ASQ is looking for new ideas, as well as tested solutions, proven results and success stories.

The theme is "Grow Your Influence: In the Profession, Through the Organization and Around the World." Focus areas are:

- Risk and Change
- Quality Fundamentals
- Focus on the Customer
- Quality as a Competitive Advantage
- Operational Excellence

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

## CALLING ALL QUALITY TEAMS!

### Apply for the International Team Excellence Awards

International Team Excellence Award (ITEA) recipients in past years have saved millions for their companies and showcased their outstanding projects and processes live at ASQ's World Conference on Quality and Improvement (WCQI). Your team could be there next year!

The Team Excellence Award process begins by understanding the [criteria](#) and concludes by presenting your results. The idea is to document your efforts throughout the course of a project, which will focus your team and provide feedback along the way. At the end of your project, submit your results to the competition for the chance to have your efforts recognized on an international stage.

The conference will be held May 1-3, 2017 in Charlotte, North Carolina. If you are interested in applying for the 2016-17 ITEA Process, please complete the 2016-17 Intent to Submit Form. Team entry materials and entry fees are due September 12.

## 8 CRITICAL SOFT SKILLS FOR WORKPLACE READINESS

### Free e-Book

What's better than free? This is a guide to help you understand soft skills and how you can improve yours to be more successful. Learn how you can improve outcomes by focusing more on soft skills. In this e-book, you'll learn more about:

- The top eight soft skills for workplace readiness
- How to use soft skills to combat the turnover process
- Specific examples of highly successful people with soft skills
- Action steps for assessing and teaching soft skills

[Check it out here!](#)

## JULY MEMBER GIFT: CHANGE MANAGEMENT

Don't forget to get your FREE member gift by July 31. This month is all about Change Management. Changes usually don't fail because there's something inherently flawed about the change itself; they usually fail for human reasons. In most cases the promoters of the change did not attend to the healthy, real, and predictable reactions of normal people to a disturbance of their routines.

There are a lot of great resources in this month's gift, from introductions to the basic elements of change management to detailed case studies, to full e-books and expert videos on how to successfully maneuver the sometimes treacherous waters of change toward desired ends.

The bundle includes:

- *Making Change Work (e-book)*
- *Making Change in Complex Organizations (webcast)*
- *Do It Right the Second Time: Benchmarking Best Practices in the Quality Change Process (e-book)*
- *Managing Change and Motivating Employees: A Modern Day Oxymoron (webcast)*

Enjoy this gift of resources and save it for your next transition or implementation—because if you're not going through a change right now, it's coming. [Access your bundle here.](#)

## STATISTICS FOR SIX SIGMA BLACK BELTS

This book, written by Matthew A. Barsalou, is for the Six Sigma Black Belt who needs an understanding of many statistical methods but does not use all of these methods every day. It is intended to be used as a quick reference, providing basic details, step-by-step instructions, and Minitab statistical software instructions.

Six Sigma Black Belts typically use a statistical program such as Minitab to perform calculations, but an understanding of the underlying statistics is still needed. Anybody can type data into a program; a Black Belt must be capable of understanding which hypothesis test is appropriate for a given use, as well as the assumptions that must be met to correctly perform the hypothesis test.

The methods presented here are laid out according to the Six Sigma DMAIC (Define, Measure, Analyze, Improve, Control) phases in which they are typically used. However, these methods can also be applied outside of a Six Sigma project, such as when one simply needs to determine whether there is a difference in the means of two processes producing the same parts.

As a Six Sigma Black Belt, you may learn from this book more about how to be able to quickly zero in on appropriate methods and follow the examples to reach the correct statistical conclusions.

Cost is \$42 for ASQ members. To order or to preview the book, [click here.](#)

## HOW IS YOUR GAME GOING?

by Lorie Rosenberg

This summer I decided to take up golf again. I played a little bit a while back, but I had a recurring tendonitis problem, so I decided to take some time off from it. I ended up not going back for quite a few years.

Recently, a couple of close friends who play golf encouraged me to get back into the game. I purchased some new clubs that are more forgiving on the tendons in my arms so I'm all set to hit the pro circuit. Well, maybe not just yet...

What I find rather funny about golf are the comments you hear from players who basically describe their love/hate relationship with golf. One day they're playing well and the next they've decided to quit because it's a stupid game. One person said that it's the one great shot you have during a game that keeps you coming back for more. You'll see other people who swear, stamp their feet, throw down their clubs, and in one case their whole bag...out of frustration or just to have a little fun!

From my minimal experience, I can say that there is a real sense of satisfaction when you hit the ball just right. You hear that perfect crack as the ball sails high in the air and in a straight line to that somewhat elusive flag in the distance. At least for the moment your ball is out of the woods and those pesky sand traps, and has landed right in the middle of the fairway exactly where you want it. Yesssss!

It's a lot like that in life. So many times, you get sidetracked from your goals and objectives. You get distracted from the "stuff" that pulls you in all sorts of directions and you end up feeling stuck as if you're in some kind of "life sand trap."

Fortunately, there are those other times in your life when everything seems to be going smoothly, you're on a straight course to your goals, and you see opportunities open up for you. That doesn't necessarily mean you're going to hit a "hole in one" that day, but at that moment in time, you're swinging just right and your ball is sailing high and on line. Today, I hope your game is going just the way you want it. Enjoy it!

*Lorie Rosenberg is a Mindset Coach and writer. Her mission is to help others achieve their dreams, goals, and objectives. For over 20 years, she has managed and operated QualityTalk, Inc., a marketing and communications firm, in Wake Forest, NC, along with her husband and business partner, Ron Rosenberg. Check her [website](#) for more information.*

## QUOTE OF THE MONTH

"People may hear your words, but they feel your attitude."

~John Maxwell

## IEOM DETROIT CONFERENCE

September 23-25 in Southfield, Michigan

The Industrial Engineering and Operations Management (IEOM) Society addresses the issues of global engineering education at this conference. In addition to many educational sessions and 14 keynote speakers from major automotive companies, there will be workshops on Monte Carlo Simulation & Optimization, Geometric Dimensioning and Tolerancing, Lean Six Sigma Green Belt Certification, and more.

Early bird registration (by July 31) is \$500. For more information, [click here](#).

## 25<sup>th</sup> ANNUAL SERVICE QUALITY CONFERENCE

October 24-25 in Chicago

Having a better understanding of service quality standards can help improve a company's economic competitiveness, customer satisfaction and the bottom line. This conference includes special keynote speakers, educational session, and many opportunities for networking and learning.

Early bird registration (by August 9) is \$695. There are discounted rates for ASQ student members and for groups of three or more. For more information, [click here](#).

Has your email address changed? Help us keep you informed of Section 0614 events and information by updating your contact information and email preferences at <http://www.asq.org/>. Log in and click "My Account" to update your membership record. You can add or make email, address and phone changes in the "Contact" tab, and then be sure to click on the "email preferences" tab to be sure you are subscribed to receive future Section communications.

## IS CUSTOMER SATISFACTION IMPORTANT TO YOU?

September 28-29 in Revere, Massachusetts

Learn how to tailor your measurement approach to match the organization's objectives and commitment, while gaining the skills to foster transformative change.

Sign up for ASQ's Customer Satisfaction training, to be offered September 28 and 29 in Revere, Massachusetts. Cost is \$799 for ASQ members. For groups of five or more, consider on-site training, which is also available. For more information, [click here](#).

## SECTION 0614 MEMBERSHIP

As of July 1, 2016, we have 92 members in our Section.

### 2016 SECTION 0614 LEADERSHIP TEAM January 1 - December 31, 2016

<b>Section Chair</b>	Robert Boykin
<b>Treasurer</b>	Kent Ozkardesh
<b>Secretary</b>	Jo Haberstk
<b>Certification/Recertification</b>	Patrick Faulk
<b>Audit</b>	Alvin Langstaff
<b>Membership Chair</b>	Jo Haberstk
<b>Nominating Chair</b>	Randy Cline
<b>Education Chair</b>	Charles Tyler
<b>Voice of the Customer Chair</b>	Debbie Clarke
<b>Webmaster</b>	Steve Prevette
<b>Newsletter Editor</b>	Robert Boykin
<b>Programs Chair</b>	Vacant
<b>Publicity Chair</b>	Vacant
<b>Community Outreach Chair</b>	Vacant

## PUBLICATION INFORMATION

This newsletter is published on a regular basis to inform members and potential members about Section 0614 activities and other news/information that may be of value to quality professionals. To be considered for the next newsletter, input must be received by the 10th of the month.



## Section 0614 NEW MEMBER RECRUITMENT CHALLENGE April 1 – September 15, 2016

ASQ Columbia Basin Section 0614 is holding a New Member Recruitment Challenge. This is your chance to win a GREAT prize!

**The winner will receive his or her next annual ASQ membership renewal for free. That's a prize valued at up to \$159! \***

This challenge is open to all ASQ Columbia Basin Section 0614 members in good standing as of April 1, 2016, and who remain in good standing through September 15, 2016.

All you need to do is be the member who recruits the most NEW ASQ full national members including a 0614 section membership between the dates of April 1 and September 15, 2016.

### How to participate? It's easy!

1. Talk to your work and professional colleagues, your friends and family members.
2. Tell them about ASQ at the national level (global focus, conferences, certifications, training, etc.)
3. Tell them about our local Columbia Basin ASQ 0614 Section (meetings, speakers, site visits, training, networking, etc.)
4. Invite them to become ASQ members (must become a full ASQ national member, with a 0614 section membership as well and must join on or before September 15, 2016).
5. When they become members, have them send you a copy of their "welcome" letter from ASQ national and their membership number.
6. Submit the information – for ALL the new members you recruit – to our section's Member Recruitment Challenge coordinator, Jo Haberstock ([jkhbme@gmail.com](mailto:jkhbme@gmail.com)) via email on or before September 15 2016. Please use the subject line "0614 Member Recruitment Challenge."

**Notes:** To be eligible for the prize, the individual(s) recruited must join ASQ as a full national member with a 0614 section membership on or before September 15, 2016. An individual who has been a member in the past (but whose membership has lapsed) may be recruited as well. Only those who join between the dates of April 1 and September 15, 2016, will be counted. The prize recipient will be notified after all memberships have been verified. In the case of a tie, ASQ Section 0614 reserves the right to provide a second prize of similar or equal value. All decisions are final.

\* The prize recipient will be reimbursed for their next year's membership fee of the same type held at the time of the challenge (e.g., full national member, student member, enterprise company section member, etc.)

Additional information about ASQ, membership benefits and pricing can be found on the ASQ website at [www.asq.org](http://www.asq.org). Additional information about our Columbia Basin ASQ Section 0614 and a membership recruitment brochure is available on our website at [www.asq614.org](http://www.asq614.org).