



CHAIR'S CORNER

by Robert Boykin

Be grateful for the rare moments throughout the day that make you smile. Need a little help recalling some of the things to be thankful for? Below are a few little successes, moments and items to be grateful for every day. Because honestly, it's the ordinary things that make life *extraordinary*. The narratives were gleaned from a Huffington Post article.

1. **Your morning coffee.** A cup of joe is said to have outstanding health benefits. Not to mention it's a good excuse to catch up with your colleagues before your day begins.
2. **When someone sees your hands are full and opens the door for you.** Don't underestimate the power of a small gesture.
3. **Your health.** The more you appreciate your well-being, the more you'll prioritize it.
4. **Your close friends.** Studies show that hanging out with your BFF can reduce stress.
5. **The moment when your food comes at a restaurant.** Drool.
6. **When your favorite song comes on the radio at the perfect moment.** Admit it, you've totally flailed your arms when your jam comes through the speakers. It's like destiny is on your side.
7. **Chocolate.** There's a health benefit to the sweet treat, in case you needed a reason.
8. **When your dog is so happy to see you.** Fido not only loves you unconditionally, research shows dogs consider you family and relieve anxiety.
9. **Your other half.** It doesn't matter if it's a boyfriend, girlfriend, husband, wife or just an awesome partner in crime. These relationships boost our well-being.
10. **Friday nights.** Really, is there any better feeling than knowing you have two days free?
11. **Sunsets.** Those little moments of awe increase feelings of well-being.
12. **The moment when you can't control your laughter.** You know you're not supposed to laugh at a dumb question during the staff meeting, but your brain has other plans.
13. **Your favorite school teacher.** You know the one. The teacher who inspired you to pursue your career or the one who helped you raise your SAT score.
14. **Hitting every green light.** So long, traffic.
15. **Yourself.** You deserve all the happiness and kindness in the world – don't forget it.

Be well and be safe.

- Robert

IT'S GONNA BE A REALLY BIG SHEW ON SEPTEMBER 13

by Jo Haberstock

With everyone just now starting to get back from vacations and the end of the summer months, I want to be sure no one misses out on our two big September 13 events. So, apologies if it seems like overkill, but I hope you have all already RSVP'd for the 4-hour workshop by now (early bird rates are good until September 1), and that you are also sharing information with your friends and work colleagues not only about the workshop but also our September 13 dinner meeting and presentation.

We are really excited to have Kevin McManus, owner of Great Systems!, published author, trainer and consultant, coming to Richland on September 13. His workshop, from 12:30 to 4:30 that afternoon, is titled "Best Practices in Mistake Proofing: Systems for Process Excellence." The flyer for the workshop is on page 5. Print out some copies and encourage others to get signed up.

But wait, there's more! Our dinner meeting that evening also features Kevin. His focus for the evening presentation will be on wearable technologies and how they can be used to proactively minimize errors and equipment failures. A flyer for the dinner meeting is on page 2. Kevin will also have some of his books available for purchase (and signing) at both events.

And don't forget that if you bring a guest (non-member) to the dinner meeting, your name will be entered in a drawing to possibly win a Starbucks' gift card. The guest must have an advance reservation (RSVP) and indicate they are coming as your guest.

We are currently still researching ideas for our October, November and December meetings, so stay tuned for more about those in the near future.

Speaking of meetings and planning and related activities, our section's leadership team met earlier this month to discuss progress on our annual business plan, budget/financial reporting, and ideas for upcoming meetings and other member benefits. We also talked about annual section elections (which must be completed by the end of October). Our section covers a fairly large geographical area – from Ellensburg and Yakima, to Wenatchee, to Moses Lake, to Pendleton and as far south as La Grande. It is understandable that not all members can make the commute to our monthly dinner meetings and site visits on a regular basis, although we wish you all could join us. If you do not live in the Tri-Cities or nearby, I hope you will still consider volunteering to help in a leadership role in 2017. Some positions can be performed remotely, or mostly from afar. So give it some thought, okay?

And let's get a really big crowd out for our September 13 workshop and the dinner meeting that evening!

- Jo

Tuesday
September 13, 2016

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 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/

Using Wearables to Proactively Minimize Human Errors and Equipment Failures



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."

GET YOUR FREE GIFT FROM ASQ

One of the key prerequisites to successfully implementing quality programs and practices is buy-in of leadership. As a quality professional it is imperative to effectively communicate the impact, risks, and financial costs of poor quality in a way that leadership will understand and be motivated by.

This month's free ASQ member gift will get you started down the path of understanding and applying the principles and practices of cost of quality/cost of poor quality (CoQ/CoPQ), to reveal opportunities for improvement and to better communicate the value and importance of quality, as it impacts the bottom line. The bundle includes:

- The Cost of Quality (ASQ TV Episode)
- The Executive Guide to Understanding and Implementing Quality Cost Programs (e-book)
- The Hidden Factory (webcast)
- An Introduction to the Cost of Quality (webcast)

[Click here](#) to get these resources.

RECRUIT NEW ASQ MEMBERS & YOU COULD WIN A PRIZE!

ASQ at the national level is currently promoting the Referral Olympics: You could win a \$10 Starbucks e-card for every person you refer, and if your referrals join ASQ by September 9, you could win an even bigger prize, including a \$200 Visa gift card. [This link](#) provides an example message you can send to others to encourage them to join ASQ.

But wait! Our local ASQ section also has a member recruitment challenge going on at this time, so you could win even more. If you recruit a new full ASQ member and they join by September 15, your name will be entered for a prize. You must notify [Jo](#) with your recruit's membership information to be entered in the drawing. Full details about our local challenge are included at the end of this newsletter.

You can get more information about our local section to share with potential new members, including a brochure, on our [section website](#).

"A NIGHT ON THE TOWN" FUNDRAISER

September 24 in Kennewick

The Edith Bishel Center's annual Dining in the Dark fundraising event will be held September 24 at the Tri-City Country Club in Kennewick. Themed "A Night on the Town," this year's event features a live jazz band, casino night, blindfolded dinner, silent and live auction, live DJ and dancing. Tickets are \$50 each, with all proceeds going to the Edith Bishel Center for the Blind and Visually Impaired. This is a great way to support your local blind and visually impaired community while enjoying a fun filled evening. For tickets, call 509-735-0699.

CALL FOR VOLUNTEERS: HELP OUR SECTION IN 2017

We're still looking for section members – *that would be YOU!* – to volunteer to help in 2017.

This year has been a good one for our section, with some great programs, site visits and training offered. Let's continue the momentum in 2017!

We want to allow as many members as possible to have opportunities 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 our section's 2017 leadership team. We are always open to new ideas, and we need willing members to step up and help turn ideas into activities to benefit our members and our local communities. Most positions do not require a huge time commitment.

If you would like to help, contact our nominations chair, [Randy Cline](#). He will be happy to tell you more about the requirements and roles.

MCLDA MEETING: "TURNING CHALLENGES INTO OPPORTUNITIES"

September 8 in Richland

The September 8 dinner meeting of the Mid-Columbia Leadership Development Association (MCLDA) features motivational humorist Sharon Lacey. She will share her experience in turning challenges into opportunities and address the importance of turning stressful or negative situations into positives that can work *for* you rather than against you.

The meeting will be held at the Shilo in Richland, with networking starting at 5:30 pm, followed by dinner, chapter business, and the program at 7 pm. Cost is \$20 for the dinner meeting, or \$5 for just the presentation. To RSVP, [click here](#).

HOSHIN KANRI: STRATEGIC PLANNING AND EXECUTION MADE SIMPLE

September 8 in Bellevue

Hoshin Kanri is a step-by-step strategic planning process. It provides a method for creating a comprehensive communication system between all levels of employees, keeping everyone focused on meeting organizational goals.

The September 8 meeting of the Western Washington chapter of the Institute for Supply Management (ISM) will be held at the Coast Bellevue Hotel and features Dennis Gawlik, who will share information about the Hoshin Kanri process. Cost is \$45. For more information or to register for the meeting, [click here](#).

THREE FOR THE PRICE OF TWO IN ATLANTA

ASQ is offering the following courses in Atlanta in September, with this special promotion. To get the 3 for 2 rate, all three registrations must be for the same course.

[Auditing for Improvement](#)

Atlanta, GA - September 19 – 20, 2016

[Certified Biomedical Auditor Certification Preparation](#)

Atlanta, GA - September 21 – 23, 2016

[Certified Manager of Quality/Organizational Excellence Certification Preparation](#)

Atlanta, GA - September 19 – 21, 2016

To register, call Customer Care at 800-248-1946 and provide this code: ATL678

2016 PACIFIC NORTHWEST PURCHASING CONFERENCE

October 17-19 in Bellevue

The 73rd Annual Northwest Purchasing Conference features world-class speakers and educational programs on supply chain issues and much more. This is an opportunity to meet and network with supply management and purchasing professionals from throughout the Pacific Northwest region. The event is attended by purchasing managers and staff from Washington, Idaho, Alaska and Hawaii.

Two tours will be featured – FedEx and Boeing 737 plants – highlighting best practices in logistics and lean manufacturing. There will be 27 keynote and workshop presentations, with topics including: using emotional intelligence to get more of what you want; risk mitigation and cybersecurity; and big data implements & data analytics. Additional sessions will cover communicating effectively in a diverse workplace, building business acumen, negotiating long term agreements, and how to set goals and actually achieve them.

Cost for the conference is \$450, if registration is received by September 16, with the tours costing an additional \$20 each. For more information, [click here](#).

QUOTE OF THE MONTH

"A life spent in making mistakes is not only more honorable but more useful than a life spent doing nothing."

- Bernard Shaw

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.

2016 SERVICE QUALITY CONFERENCE

October 24-25 in Chicago

Early bird deadline: September 9

Service quality can be difficult to define and measure because of the many factors it includes. In general, service quality is about engaging customers, listening to and understanding their needs, establishing valid and reliable service performance measures and measuring customer satisfaction outcomes.

Having a better understanding of service quality standards can help improve economic competitiveness, customer satisfaction, and your organization's bottom line. This conference features leading experts who will provide engaging discussions, knowledge, and successes around service quality standards.

[Click here](#) for more information and to register.

SECTION 0614 MEMBERSHIP

As of August 10, 2016, we have 88 members in our Section.

2016 SECTION 0614 LEADERSHIP TEAM January 1 - December 31, 2016	
Section Chair	Robert Boykin
Treasurer	Kent Ozkardesh
Secretary	Jo Haberstk
Certification/Recertification	Patrick Faulk
Audit	Alvin Langstaff
Membership Chair	Jo Haberstk
Nominating Chair	Randy Cline
Education Chair	Charles Tyler
Voice of the Customer Chair	Debbie Clarke
Webmaster	Steve Prevette
Newsletter Editor	Robert Boykin
Programs Chair	Vacant
Publicity Chair	Vacant
Community Outreach Chair	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.

Best Practices in Mistake Proofing: Systems for Process Excellence

**Tuesday
September 13, 2016**

Join us for a special workshop on **September 13**
12:30 pm to 4:30 pm – Shilo Inn, Richland

LOCATION:

Shilo Inn
50 Comstock
Richland, Washington

12 noon – Check-in/Networking

12:30 p.m. – Workshop Begins

Early Bird Rates (must be
received by September 1):

\$40 ASQ members
\$50 all others

After September 1, the cost for all
participants increases to \$55

Reservations and payment
requested by September 1. Please
email jkhbme@gmail.com with your
name, phone number, company
affiliation and member status, or
call (509) 544-6183.

Payment in full (check or cash only)
must be received in advance of the
workshop unless other
arrangements are made.
Businesses sending multiple
attendees may request an invoice.

No refunds. Substitutions are
acceptable; please let us know of
changes as early as possible.

For more information about
Columbia Basin ASQ Section 0614
and other upcoming events:
www.asq614.org/

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

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

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



Kevin McManus
Chief Excellence Officer – Great Systems!

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.

What percent of the organizations that have invested time and money to pursue six sigma levels of quality have actually achieved those levels? Of that percentage, how many have sustained these levels of performance over time? The resultant rate is low – few organizations attain, let alone sustain, six sigma levels of performance across a variety of their work processes. The positive side of this, however, is that these organizations are probably not using very effective error-proofing approaches. They may think that the systems they are using work well, but they really can't validate this belief. Besides, a lot of mistakes happen daily in most organizations – it's just part of the job, right?

Significant examples of success – where error and incident rates are very low – can be found. The Blue Angels excel at process planning and review. A quick serve restaurant chain has a superior training and certification system. Oil field workers consistently achieve miniscule safety incident levels that many organizations would often consider as being unobtainable. How do these groups of people find ways to standardize their work practices while also improving their work systems? This presentation will give you the system details used by these organizations and others.

In this 4-hour presentation, 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

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."

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) 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. Additional information about our Columbia Basin ASQ Section 0614 and a membership recruitment brochure is available on our website at www.asq614.org.