

Tuesday
November 1, 2011

LOCATION:

O'Callahan's/Shilo Inn
50 Comstock
Richland, Washington

5:30 p.m. - Check in/Networking
(no host cocktail service)

6:00 p.m. - Buffett Dinner

7:00 p.m. - Presentation

DINNER BUFFET MENU:

The Chef and crew at O'Callahan's Restaurant 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:

\$17 ASQ members
\$20 non members
\$5 presentation only

Reservations are requested by October 27. E-mail dscoffey01@aol.com with your name, phone number, company affiliation, and type of reservation, or call Deborah at 375-5011.

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/

“Root Cause Analysis – New & Improved”

Dean Gano

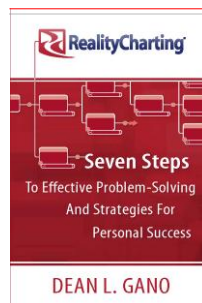
President, Apollonian Publications

The success of every organization is dependent upon the quality of people and the strategies they use to accomplish their goals. Of the many strategies we use, perhaps the most important strategy needed for success is an effective problem-solving process.

While some people are naturally good at critical thinking and problem-solving, it is not a common individual trait, but more disturbingly it is not encouraged or fostered in most organizations. In his landmark book, *How the Mighty Fall*, Jim Collins identifies lack of understanding the causes of success as one of the main factors in the failure of great companies. The general consensus is that problem-solving is limited to the subject matter and cannot be taught or learned as a subject unto itself.

After teaching a principle-based problem-solving process to over 2000 companies in seven major languages throughout the world for the past 20+ years, Dean Gano's organization, Apollonian Publications, has never found an organization with an effective problem-solving culture. In an effort to understand the causes of this condition, in 2009 they performed an extensive root cause analysis based on their experiences and input from their clients. As a result of this analysis, they addressed the most significant causes and created a comprehensive plan to help organizations easily encourage employees to learn what effective problem-solving is and to make it part of their culture. While it may be several years before it's known if these solutions will cause a cultural change, the preliminary feedback is very promising.

Dean's presentation will provide a brief overview of why companies are ineffective at creating a successful problem-solving culture and share the easily deployed solutions, to include a copy of his new eBook and some new software.



***About the Speaker:** Dean L. Gano, owner of Apollonian Publications, has over 30 years of experience in process industries. As the creator of the RealityCharting process (and author of a new book by the same name), his message is taught in seven different languages on four continents. Now semi-retired, Dean continues to investigate new ways to improve the problem-solving process. He created an intuitive software program, RealityCharting, that may revolutionize the way we communicate and solve problems. Dean holds a BS degree in Mechanical Engineering and General Science, is a former certified nuclear reactor operator and Viet Nam Veteran. He is a member of ASQ and the American Society of Safety Engineers. As a published author and student of the human condition he has a great deal of knowledge to share with us.*