



COLUMBIA BASIN SECTION 614 NEWSLETTER



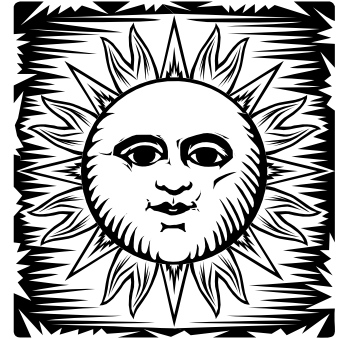
Serving Central and Southeastern Washington and Northeastern Oregon

July 2006

Chair's Corner

Steven S Prevette
Fluor Hanford
City University

Welcome to summer! Your 2005-2006 ASQ Section season has been completed. I believe it was a good year, with a wide variety of presentations and activities. I believe that many of the direct challenges of recent years have been overcome, and the section is stable and surviving. We have had a number of dedicated volunteers in the past year, and all are continuing on. We even have a few more people who have become interested in volunteering. We will recognize those members in future newsletters.



Plans for 2006 – 2007

The incoming officers met Thursday June 15 to discuss plans for next year. One challenge we face is the Section is still losing money each year. We will print a copy of the financial audit results in the August newsletter, so you may see the details. Generally, we are paying out more in dinner meeting costs and mailing costs for the newsletter than we bring in through dues. We can still deficit spend for a few more years, but we do plan to continue to reduce the financial losses through the next year.
The Newsletter

This Newsletter will continue to be published on a monthly basis, a week or so before the end of the month (and the next dinner meeting). For many of you, this is your only contact with the Section. One thing we will ask for, starting in October, is that those who are willing to accept the newsletter electronically, please do so. We will start with the assumption that those members who have indicated to ASQ headquarters that they allow receipt of ASQ emails will receive the newsletter electronically. If you would prefer to continue to receive it hard copy by postal mail, we will do so if you drop a note by email or regular mail to me or any of the Section officers. We will be sending out the electronic newsletter by Adobe Acrobat (pdf). The file size is generally small, so it is not a burden if you are on dial-up (like I am).

Dinner Meetings

We did research different cost options at Shilo, such as ordering off the menu, but the best price does appear to be to pay for the buffet spread. Shilo does put on a good buffet, and has always been supportive, so we want to keep doing business there. The Shilo is willing to continue with the 15 minimum guarantee. We did not reach the fifteen number this year at any meeting, so that does cost the Section extra. In order to try to encourage meeting attendance, we are going to send all new members a free dinner meeting ticket, good for anytime during the next program year. We will also be drafting a new member welcome letter and sending that to all new members. For the current members, we are going to hold a drawing at the end of each dinner and award a free dinner ticket for an upcoming meeting to the winner.

We will also try to arrange two site visits next year. The winery visit went very well, and our attendance was good, as spouses attended. The tentative schedule for the rest of calendar year 2006 is: September 12, November 8, and December 5 dinner meetings, and a site visit to be determined for October.

Other Activities

There are many other activities we may choose to perform, it all depends upon you, your preferences, and volunteers willing to lead us on the path. The scholarship is one such activity that is languishing for ideas. After several years of declining applications, we received no applications this past year for the scholarship. Perhaps \$500 is too little money. Or maybe we are overlooking something. We could sure use a new take on this, if you are interested, please drop me an email or phone.

Education? Certification Training? Community Events? You name it – we can do it – if you are interested. We will be holding at least one more summer planning session, date to be determined. We also do a lot of planning by email as it is hard to get folks together sometime. So, if you don't live in the Tri Cities, you can still volunteer and be active. We would love to hold a meeting outside of the Tri Cities this year, but we need some help from one or more of you to assist with such a meeting.

Steve Prevette
ASQ Section 614 Chair.
Prevette@owt.com
509-544-9475 (home)
509-373-9371 (work)

15th Annual Service Quality Conference

September 18 - 19, 2006 • Las Vegas, NV

The ASQ Service Quality Division would like you to join us for our 15th Annual Service Quality Conference to learn and network with innovative business leaders and service quality practitioners. This is the conference where you and your organization will learn how to succeed in the pursuit of service quality in today's challenging business environment.

This year's program has been built using four separate session tracks - *Your Quality Customer*, *Your Quality Toolbox*, *Your Quality Blueprints*, and *Your Quality Maintenance* - so you can customize your conference experience to address those particular service quality issues you and your organization face today. In addition, we select each of our speakers to ensure that the knowledge they impart will help you become the source your company looks to for service quality answers in this ever-changing world.

Please visit our conference Web site (<http://www.asq.org/service/conferences/index.html>) for more details.

We look forward to seeing you in Las Vegas!

The Quality Management Division Needs You!

The Quality Management Division is looking for volunteers to serve on their Quality Management Information System Technical Committee. For more information, or to volunteer, contact John Cachat at jcachat@iqs.com.

Total Quality Management is Not Dead!

Total Quality Management is a term first coined by the U.S. Naval Air Systems Command to describe its Japanese-style management approach to quality improvement.

Since then TQM has taken on many meanings, but at its core it's a management approach to long-term success through customer satisfaction.

In a TQM effort, all members of an organization participate in improving processes, products, services and the culture in which they work.

The methods for implementing this approach come from the teachings of such quality leaders as Philip B. Crosby, W. Edwards Deming, Armand V. Feigenbaum, Kaoru Ishikawa and Joseph M. Juran.

A core concept in implementing TQM is Deming's 14 points, a set of management practices to help companies increase their quality and productivity:

1. Create constancy of purpose for improving products and services.
2. Adopt the new philosophy.
3. Cease dependence on inspection to achieve quality.
4. End the practice of awarding business on price alone; instead, minimize total cost by working with a single supplier.
5. Improve constantly and forever every process for planning, production and service.
6. Institute training on the job.
7. Adopt and institute leadership.
8. Drive out fear.
9. Break down barriers between staff areas.
10. Eliminate slogans, exhortations and targets for the workforce.
11. Eliminate numerical quotas for the workforce and numerical goals for management.
12. Remove barriers that rob people of pride of workmanship, and eliminate the annual rating or merit system.
13. Institute a vigorous program of education and self-improvement for everyone.
14. Put everybody in the company to work accomplishing the transformation.

The term "Total Quality Management" has lost favor in the United States in recent years: "Quality management" is commonly substituted. "Total Quality Management," however, is still used extensively in Europe.

Benchmarking

Benchmarking is the search for best practices, the ones that will lead to superior performance. Establishing operating targets based on the best possible industry practices is a critical component in the success of every organization.

The basic steps of benchmarking:

- Know your operation. You need to accurately assess your strengths and weaknesses.
- Know your industry leaders or competitors. You must understand, and compare yourself to, the best practices in the industry and/or its leaders.
- Incorporate the best. Learn from industry leaders and your competition. If they are strong in given areas, uncover why and how they got that way. Find best practices wherever they exist and do not hesitate to copy or modify and incorporate them in your own operation. Emulate their strengths.
- Gain superiority. If careful investigations of best practices have been performed, and if the best of those best practices have been installed, then you will have incorporated the best of the best.

Benchmarking can be divided into two parts:

1. Practices: the methods that are used.
2. Metrics: the quantified effect of installing the practices.

Benchmarking should be approached by investigating industry practices first. The metrics can be obtained or created later. One cannot determine why a gap exists from the metrics alone: Only the practices on which the metric is based will reveal why.

Essential to the benchmarking process are carefully designed communications throughout the organization and concerted management support. There is also a definite place for employee involvement in benchmarking: The findings need to be implemented. What better way to do so smoothly than through the efforts of those closest to the work process?

Excerpted from Robert C. Camp, [Benchmarking: The Search for Industry Best Practices That Lead to Superior Performance](#), ASQ Quality Press, 1989, pages 4-6.

SECTION 614 CONTACT INFORMATION

Please visit the Section 614 web site at www.asq614.org.

Employment



CAREER CONNECTIONS

To be considered for posting in the newsletter, announcements must be submitted by an ASQ member and be of potential service to other members. Announcements may include job postings, training opportunities, or requests for assistance. Due to space limitations, please keep them brief.

2005-2006 Section 614 Leadership Team

Section Chair	Steve Prevette	Division Liaison	Dennis Arter
Vice Chair	Jo Habersack	Publicity Team Lead	Steve Prevette
Secretary	Howard Rew	Program Team Lead	Open
Treasurer	Rich Higgins	Web Team Lead	Steve Prevette
Audit	Dave Sandoz	Scholarship Team Lead	Rich Higgins
Examining	Dennis Arter	Section Historian	Dennis Arter
Certification /Recertification	Howard Rew	Newsletter	Rich Higgins

You can find out more about Section 614, including contact information for Leadership Team members, on our website at www.asq614.org.

If you are interested in helping with any of the Section teams, please contact the team lead or an officer. We are always looking for willing volunteers!

WEBSITES FOR OTHER ASQ SECTIONS

Seattle Section (#606): www.asq-seattle.org

Spokane Section (#619): www.angelfire.com/wa3/spokaneasq

Southwest Washington – Vancouver Section (#627): www.asqswwa.org

Portland Section (#607): www.asqpdx.com



QUALITY QUOTE

Quote of the Week - "The more haste the less speed." - English Proverb

Publication Information

The ASQ Columbia Basin Section 614 newsletter is published on a regular basis to inform members (and potential members!) about Section 614 activities and other news/information we feel may be of value to quality professionals. To be considered for the next newsletter, input must be received by July 22.

Publication/Editorial Staff: Rich Higgins (Rich_Higgins@charter.net).

Columbia Basin Section 614
PO Box 1177
Richland WA 99352

