



COLUMBIA BASIN SECTION 614 NEWSLETTER

Serving Central and Southeastern Washington
and Northeastern Oregon



Issue 08-04

May 2008

CHAIR'S CORNER

Steve Prevette
Fluor Hanford

Our Spring field trip was to the Railex facility in Wallula. Sixteen attended the visit, from both our ASQ section, and the Tri Cities Model Railroaders. Eric Bateman provided a great tour of the facility and served as photographer for the group. I hope everyone who attended enjoyed the tour.

I am glad to see the diversity of idea and topics we have achieved with the Section. Coming up in May is a presentation on Six Sigma. I believe we've built (thanks primarily to Jo Haberstok and Robert Boykin) a good program this year, with topics covering the spectrum of Quality. Already we have a good signup for reservations for the May meeting, I hope to see you there.

I have just returned from a week and a half of traveling. Six presentations made (including four Red Bead Experiments) in nine days. I was able to catch up with mentors and friends at the In2In Thinking annual forum in Los Angeles. Steve Byers is still doing well in Olympia, and is currently to develop workshops on concepts from In2In. I was able to spend time with several students of Dr. Deming, including Phil Monroe, Marcia Daszko, and Gipsie Ranney. Following In2In, I took a day and volunteered to do Red Bead Experiments for the Farmer's Insurance headquarters safety council in Los Angeles. Then it was on to Las Vegas for another meeting of the DOE's Energy Facility Contractors Group Security Working Group. Efforts to implement Statistical Process Control trending in the DOE complex continue to take hold.

There will be a slight dues increase for ASQ membership for the next year. The cost to deliver the benefits and services of an ASQ membership has increased approximately 2% in the past year. The dues increase was sought and approved to ensure that ASQ is positioned to realize our vision and mission to become the community of choice for everyone seeking quality.

The Board of Directors approved the dues increase to address the following:

- To help the Society remain ahead of inflating costs
- To meet the needs of future investments for strategic initiatives, e.g., the Education Training Initiative (ETI)
- To engage in efforts to increase the value provided to ASQ members and community to include growing the community of quality professionals and practitioners and the ASQ Quality Body of Knowledge (QBok)

For more information on dues, please contact ASQ Membership at mgdteam@asq.org.

-Steve Prevette
509-544-9475
Prevette@owt.com

VICE CHAIR'S CORNER

Jo Haberstok
Fluor Hanford
Vice Chair, ASQ Section
614



*...just remember in the winter, far beneath the bitter
snow...lies the seed that with the sun's love ...in the
spring becomes the rose ...*

Guess I'm a little song-obsessed this time of year. Spring Fever, perhaps? On my way to work this morning I found myself singing "The Rose." You know, the song made famous by Bette Midler back in 1980 when she sang it and starred in the movie of the same name. I have always liked this song and the sentiment associated with it.

As I was humming and thinking about roses, I got to thinking about flowers in general. I spent part of my past two weekends pulling weeds, planting flowers and creating container arrangements for my next door neighbors, who will soon be returning from Arizona,

where they spent most of the winter months. We always try to get their yard in good shape and to have some brightly blooming flowers ready to greet them when they pull back into their driveway each spring. The time I spend making the neighbors' yard look good is, for me, quality time – and therefore time well spent.

Quality time. It's kind of interesting, even amusing, sometimes, to ponder how we choose to spend our "free" time. I'm sure that you can think of similar things in your life – things that you don't think twice about doing after work or on the weekend, because of the good feelings you get from doing them. Maybe it's organizing a yard sale (or a bake sale or car wash) to benefit a charitable cause, volunteering to cook or serve food at the local mission on a holiday, helping a friend update their resume, or serving on a team to plan meetings/programs for a professional organization. And then there are other things that feel like major chores/commitments, even if the actual time needed/spent is only a couple of hours or one evening a month.

I guess it comes down to individual values, skills and interests. For example, I would never associate the word "fun" with trying to help a technologically challenged friend or family member get a new computer system up and running efficiently. But other folks I know actually enjoy doing this sort of thing (and they are good at it, too). And, boy, do I ever appreciate it when they offer to help me with my computer-related issues!

Volunteer efforts are, as the name suggests, a matter of personal choice. There are many opportunities in our local ASQ section for members to use their skills and expertise. We can use assistance in a number of areas, and we welcome new ideas. If you have a few hours available each month and an interest in programs, publicity, certification, marketing to potential new members, or another aspect of ASQ, please take a moment and contact one of the section officers now.

As I reflect back on my thoughts this month, I can see how (in my own rambling way) the song, planting and growing things, and making choices as to how to spend one's time relate. Our individual skills and expertise are the seeds that, when we make the choice and take the time to "plant" them somewhere (through paid work or volunteer efforts), can result in (or add to) a garden of brightly blooming flowers or abundant vegetables.

As members of this ASQ section we all have skills and talents that can all help continue to "grow" our section - and our members' knowledge.

Happy Gardening!

Jo Haberstock

Section 614 Vice Chair

EDITOR'S RANT

Rich Higgins

CH2M HILL, Hanford Inc.

@&!



Kill the stupid!!

Bill Engvald, one of the comedians on the Blue Collar Comedy tour, has made millions with his patented, "Here's your sign" punch line. The joke is that people who say or do something really stupid should walk around with a sign that says "Hey, I am stupid! Look out!"

Last year, a friend and co-worker of mine established a stupid program. I am not kidding. In fact, the program is called the "Stupid Program". It's a great program. Here's how it works. Points are assigned to identifying and correcting stupid stuff. You get 1 point for identifying AND fixing a problem, 3 points for finding and fixing a problem in Operations, 5 points for finding and fixing a problem that spans across organizational boundaries, and 7 points for finding and fixing a problem that prevents an operational event or incident. A goal of 100 points was established last year for his organization. At the end of the year, he held a Stupid Recognition celebration where Stupid Sandwiches were served, and those that did Stupid things were recognized.

The program was such a success last year that this year, he set a goal of 200 points for the organization. The cost of the Stupid sandwiches were more than paid for by the hundreds of thousands of dollars in avoided costs that resulted from that stupid program.

Kill the stupid! Here's your sign...

-Rich Higgins

**Tuesday,
May 13, 2008**

LOCATION: Shilo Inn
50 Comstock
Richland Washington

5:30 p.m. - Check in/Networking
and no-host cocktail service
6:00 p.m. – Dinner
7:00 p.m. - Presentation

DINNER BUFFET:

The Chef and crew at O'Callahan's Restaurant always provide a great – and varied – buffet dinner for us at the Shilo Inn.

This usually includes two entrée 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 some room for dessert!

Cost:

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

Reservations are requested by May 7. Send an email to prevette@owt.com with your name, phone number, company affiliation, and type of reservation, or call Steve at 373-9371.

NOTE: All no shows will be billed unless canceled 48 hours in advance. For more information about ASQ, our section, and other upcoming events, be sure to check our web site at www.asq614.org/.



“Six Sigma Basics”

Janice Allison

**Six Sigma Master Black Belt
Bechtel National, Inc.**

Are you new to Six Sigma and looking for a basic understanding of what it's all about and how it might help you and your organization? Perhaps you already have had some training or experience with the tools and are interested in learning more?

Six Sigma is a disciplined, data-driven approach and methodology for eliminating defects (driving toward six standard deviations between the mean and the nearest specification limit) in any process -- from manufacturing to transactional and from products to services. Information and statistical analysis are used to measure and improve an organization's operational performance, practices and systems by identifying and preventing 'defects' in manufacturing and service-related processes in order to anticipate and exceed expectations of all stakeholders to accomplish effectiveness.

According to the Six Sigma Academy, Black Belts can save companies approximately \$230,000 per project and can complete four to six projects per year.

No matter what kind of “belt” you currently wear, we encourage you to join us on May 13.

About the Presenter:

Janice Allison is a Six Sigma Master Black Belt and manager of Process Deployment at Bechtel National, Inc. (More info coming soon!)

WEBSITES FOR OTHER ASQ SECTIONS

Seattle Section (#606): www.asq-seattle.org
Spokane Section (#619): www.spokaneasq.org
Southwest Washington – Vancouver Section (#627):
www.asqswwa.org
Portland Section (#607): www.asqpdx.com

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 the 22nd of the month. Publication/Editorial Staff: Rich Higgins (Rich_Higgins@charter.net).

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.

Black & Veatch Corporation is a leading global engineering, consulting and construction company with the mission of Building a World of Difference®. By advancing the frontiers of knowledge, we provide our clients with reliable solutions to their most complex challenges, thereby helping improve and sustain the quality of life around the world.

Founded in 1915, Black & Veatch specializes in infrastructure development in energy, water, telecommunications, federal, management consulting and environmental markets. We offer leading experience in the market segments we serve, understanding our clients' businesses and objectives, and having the financial resources sufficient to execute and sustain projects from the most basic to the very complex.

Please visit us at www.bv.com to learn more about our company.

Job description

Director – Quality Management Services

It is the function of the Quality Management Services Department to actively develop, promote and continuously evaluate the effective implementation of Black & Veatch Federal Service Division policies,

procedures, and work instructions in the support of projects and division operations. This position is responsible for the management, oversight, validation/verification of implementation, effectiveness, suitability and adequacy of the Black & Veatch Federal Services Division Enterprise Management Program and the resources needed for implementing and verifying the program. Position can be held in Overland Park, Kansas or Reston, Virginia.

Policy establishment duties:

- Directs development and maintenance of quality policies, programs, and procedures.
- Resolves policy issues relating to the application of quality assurance/control principles.
- Champions continuous improvement efforts. Identifies and assesses improvement opportunities which will add value. Proactively supports, encourages and facilitates staff to engage in continuous improvement activities.
- Participates as member of the Corporate Quality Council.
- Participates as member of Executive Quality Steering Committee.
- Supports corporate quality initiatives, policies, corporate instructions and business practices.
- Participates in division strategic planning efforts. Oversight and Implementation of business and operations functions within the FSD
- Proficient in the development and presentation of process oriented policies, procedures, and working instructions.
- Monitors and reports on the application of division quality principles and procedures in all aspects of project execution; takes action as appropriate to ensure the desired level of quality.
- Schedules and plans division independent internal audits/surveillances.
- Determines and develops the annual audit schedule.
- Leads or participates in independent internal and external audits/surveillances.
- Develops and maintains the Quality web portal.
- Assures availability of Quality training for all Federal Service Division professionals and projects/programs.
- Conducts division training on quality management program and application.
- Assures The Enterprise Management Program is ISO9001 compliant.
- Assesses and supports implementation of continuous improvement initiatives.
- Implements Safety, Quality, Ethical Standards, Lessons Learned, and performance management processes in accordance with Division policies, procedures, and work instructions.

Department Management Duties:

- Responsible for supervision, hiring, discipline, pay administration, annual reviews, mentoring and career development of quality staff professionals.
- Monitors and takes appropriate action, and reports on department workload and staffing needs in relation to established billable rate goals.
- Develops and monitors department budgets and resource loading.
- Approves assignment of department staff to work on proposal and project teams.
- Directs and executes department recruiting efforts and hiring.
- Approves department training needs and administers department overhead budgets.

Travel - 25%

Black & Veatch is an Equal Opportunity Employer M/F/D/V.

Job Requirements:

- Principles, practices, techniques, and theories of quality process auditing.
- Principles, practices, techniques, and theories of enterprise management systems and benchmarking
- Techniques relating to quality assurance and quality control programs and procedures.
- Design-build quality assurance and quality control functions.
- Engineering, design, procurement, and construction principles.
Construction inspection, tests, and methods.

“Here’s your sign.” – Bill Engvald, comedian

- Ability to understand instructions; reason and make good judgments; verbal, numeric, and spatial aptitudes; perception of detail in verbal or tabular materials; analytic and problem solving abilities; precision; memory; and initiative. The nature of the work may be fast paced.
- Ability to direct the work of others, provide objective feedback regarding performance. *Ability to address disciplinary matters and implement an ongoing professional plan for assigned staff.
- Ability to estimate, measure, and compute volumes of work completed.
- 4 year degree in Engineering, Management, Quality, or Business
- Certified Lead Auditor: ISO

Previous Experience:

15+ years experience in operations, engineering design, management and Quality Assurance or Quality Control management, policy development and audit experience. Experience with federal agency prime contracts highly desirable.

Every project, every day, we are **Building a World of Difference®**. For more than 90 years, we have operated on the rock-solid belief that engineers have a responsibility to use their talents to improve how people work and live. To make an impact on the world. To create value for everyone whose lives we touch. This is what *Building a World of Difference®* means at Black & Veatch.

If interested in this position, please contact Theresa Bridges at 913-458-2273 or bridgest@bv.com. You can also apply for this position under the careers section on www.bv.com. Look for requisition 046751.

2007-2008 SECTION 614 LEADERSHIP TEAM

Section Chair and Publicity	Steve Prevette	Audit	Clark Beus
Vice Chair and Programs	Jo Haberstok	Division Liaison, Web Team Lead, Section Historian, and Examining	Dennis Arter
Secretary	Howard Rew		
Newsletter Editor and Treasurer	Rich Higgins	Certification/Recertification	Howard Rew

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!