



## CHAIR'S CORNER

**Alvin Langstaff**

This month I'd like to start by thanking all the people who have contributed their time and effort to help keep Section 0614 running smoothly, and able to offer high quality programs and activities. Without the help and persistence of volunteer leaders we wouldn't be able to recruit the speakers like Rick Martinez for the May meeting or have great site tours like we did in April at Gordon Brothers vineyards. Thanks to Jo and Deborah and Robert and Howard and Dennis and Barb and Laura and Clark and Phil for their willingness to pitch in and make a difference.

The other topic I'd like to discuss is the voice of the customer survey. We've been promising a member survey for several months now so you're probably wondering "what the heck? - I haven't seen one". And that's true. It turned out to be a bit more of an adventure than I anticipated to get a survey prepared and distributed. But, we're getting very close and I hope to have it out by early June.

What I want to stress is that we really do want your feedback. A voluntary survey is, admittedly, an imperfect tool for gathering precise data. However, the more responses we get, the better we will understand what you, the members of the Columbia Basin section of ASQ, would like to see offered. So, please take the few minutes to respond when the survey link shows up in your cyberspace and do your part to ensure a robust data set. And maybe influence the future direction of the section.

May was our last monthly meeting for the season. We will be on summer break until September when we'll reconvene the monthly meetings and/or tour activities. Until then, have a great summer.

- Alvin

## VICE-CHAIR'S CORNER

**Deborah Coffey**

Our May meeting was most enlightening as many of us received a refresher on the applications of our people skills gained from personality-based training we may have had in the past (i.e., Myers-Briggs). Presenter Rick Martinez of Peak Performance Systems, Inc., had us laughing at our differences from each other and similarities to "typed" behaviors and challenged managers. The challenge posed to each of us was to remember how to reach out to others to gain trust and improve communication *before* we try to effect change or fix problems.

I know when I first took Myers-Briggs training; the facilitator had us group with our similar personality types in the class. We were told to list the strengths of our group and then list what made us crazy when interacting with the 3 other types of personalities. It was not only fun, but hearing how each type perceived your type was eye-opening. I finally understood the response I got when I visited an analytical-type guy and breathlessly explained to him what I wanted him to sign right on-the-spot and why; he just kind of blinked at me. It went a lot better when I left a copy with him and made an appointment a few days later, giving him time to read and understand whatever it was. Usually when I showed up, he had signed it and we made some social conversation and we both left the interaction, happy and unstressed. I have often heard people say that personality training changed their lives both at home and at work. So, if you missed Rick's presentation, cast around for another opportunity to brush up on your skills.

The Columbia Basin Section is contemplating again offering the training class in Software Quality Engineering, maybe in July or August. If anyone has leads on a good place to hold this type of training, for a class size of 12-15 folks, let us know. Many of the venues we have looked at (Battelle, CBC, WSU and so on are already booked up). We can arrange lunch and snack catering separately.

Enjoy the summer. We know ASQ members are looking forward to enjoying nice weather, time with family and friends, some travel, some relaxation and just plain happiness that the cold months have passed. Suggestions for fall/winter speakers and site visits are always welcome. Cool desert nights to all.

-Deborah

## HOW WOULD YOU RATE THE QUALITY OF YOUR FRIENDSHIPS?

Submitted by Robert Boykin

According to an unknown author, "friends are quiet angels who lift us to our feet when our wings have trouble remembering how to fly." Is there a person in your life who fits this description? If there isn't, wouldn't it be nice to have one?

I overheard a conversation recently where the value of a friendship was being discussed. One individual said a person cannot have too many friends. Well, try selling that to a lottery winner. Anyhow, a good deal of my beliefs were shaped at the old school of learning because I too hold that a person cannot have too many friends, but also too few 'quality' friendships.

Please read the statements below and check which best describes your position.

Agree Disagree

1. My friend is there for me no matter what.
2. My friend will never stab me in the back.
3. I do not have to explain my feelings to my friend because she/he knows what I'm feeling.
4. If my friend needs financial help, I will help without expecting to be paid back.
5. The needs of my friend outweigh my needs.

Well, was it a slam dunk in the Agree column? If not, what gives?

Can you remember back when you had not a care in the world except hanging out with your childhood friend (a.k.a., best bud)? And how depressed you felt when mom called out that it was time to come in. Wasn't that a downer? Do you have a best bud today like you did when mom called you in? If so, you've already hit the jackpot because you have a quality friendship. If not, you might consider working to develop one (or more).

## QUOTE OF THE MONTH

*The reputation of a thousand years may be determined by the conduct of one hour.*

Chinese Proverb

## SECTION 614 MEMBERSHIP

As of May 27, 2010, we have 91 members in our Section. Our newest members are Brian Mccray and Anthony Stephens. All new members are eligible to receive one free dinner at an upcoming meeting, so Brian and Anthony, be sure to make your reservation before the next meeting which will be held in September 2010.

## 2010-2011 SECTION 614 OFFICERS

(Note: The new section year starts in July)

2010-2011 SECTION 614 LEADERSHIP TEAM	
Section Chair (and Programs & Publicity)	Alvin Langstaff
Vice Chair (and Programs & Publicity)	Jo Haberstock
Treasurer	Barbara Gillespie
Secretary (and Programs & Publicity)	Deborah Coffey
Division Liaison and Section Historian	Dennis Arter
Certification/Recertification	Howard Rew
Audit	Clark Beus
Webmaster	Phil Crook
Education	Laura Suddath
Newsletter (and Programs & Publicity)	Robert Boykin

## PUBLICATION INFORMATION

This newsletter is published on a regular basis to inform members and potential members about Section 614 activities and other news/information that might be of value to quality professionals. To be considered for the next newsletter, input must be received by the 15th of the month.