

CHAIR'S CORNER

Alvin Langstaff

Looks like Spring is finally here. The telltale attributes are more wind and more allergy symptoms for those of us susceptible to such afflictions. But with Spring comes the promise of new growth and maybe a new adventure or two. It also means that it's time for selecting new officers for the next year. Although I have enjoyed being the chair of section 614 these past few years, it's time for me to step aside and give someone else the opportunity to serve. To that end, I will not seek re-election this year.

So that means one of three possibilities. In order of preference, I see them as follows:

- 1) One of you who reads this newsletter tosses your hat in the ring, picks up the scepter and takes the section a little farther than you found it.
- 2) The current leadership group rotates places (which is what has happened the past several years).
- 3) The section remains headless and sinks into chaos and apathy.

None of us want the third scenario, do we? So why not take a chance and run for office? In addition to the four main seats - chair, vice chair, secretary and treasurer - we also have positions for the newsletter editor, a webmaster, education chair, certification chair, voice of the customer chair, nominations chair, and publicity chair. In the past we've had just a few people serving in several roles simultaneously, but this next season would be an ideal time for some different folks to bulk up the old resume by volunteering to serve in one of these seats.

I tell you all this in anticipation that you will want to spend part of a rainy Saturday on the 9th of April attending our meeting with Chris Hayes, ASQ Region 6A Director, as she brings us up to date with the initiatives and objectives of ASQ for the coming year. We are planning to meet at the Shilo Inn in Richland, but, if we get the turnout I anticipate, we may change the venue. I will keep you posted.

I'd also like to thank John Verderber for being our guest speaker at the last section dinner meeting. John provided a very informative look at how his company, Parsons Technology Development and Fabrication, develops and builds high quality first of a kind equipment. We will plan to work with John to set up a field trip to the facility later this year.

See you in April.

- Alvin

VICE-CHAIR'S CORNER

Jo Haberstk

Did you know that March is National Optimism Month? Well, it is. I just came across this info on the web, and I'm pretty bummed. Feeling downright pessimistic at the moment, just thinking about how many days I missed of "optimism" already this month.

On one web site it said that optimism month was established to help or encourage people to "boost their optimism." If only we could buy jumper cables for our minds, huh?

I have read a number of studies in magazines that say research has shown that people with a happier, more optimistic outlook tend to have better overall health and happiness than pessimists. Well, duh. And I have a couple studies of my own that prove that being too much of a Perky Pete or Happy Hannah can also drive otherwise normal co-workers to the edge of sanity.

Another site said that National Optimism Month means that negative thoughts are just not allowed. What am I supposed to do if one suddenly creeps up on me, despite my best efforts to "not allow" that to happen? Are there people watching me while I'm at work each day, or perhaps even worse, during my commute to/from work in the crazy traffic, just waiting to catch me in a less than Happy Hannah mood? That's it - a new meaning for "SOP" - the Secret Optimism Police!

I read one little tip sheet about things we can do to help ourselves (and others, too) stay optimistic. I think my favorite tip was "Clean your Mind" - that we need to cleanse our minds of negative thoughts. I have trouble with just keeping my desktop clean for more than a couple hours. Cleaning my mind is too overwhelming for me to give any more thought to. Besides, if I were to think about it much more I'm fairly certain that I'd quickly fall into some of those not-so-positive thoughts again.

Then again, I've always been one to say that there's not necessarily anything wrong with the "glass half empty" way of thinking. I've been to a few wine tastings. How many different wines could a person try if the glass was always full? Oh no wait, the other side of that is supposed to be thinking of the "glass half full," isn't it? Well, okay, maybe I can concede that either of those works well for wine tastings.

Another tip to help anyone else who may be struggling like I am at the moment: Start using more "upbeat" words. That's right - use "upbeat" words instead of "upset" words. Instead of running to the nearest window and yelling "I'm sick and tired of _____, and I'm not going to take it anymore!" I guess we need to say something in a more positive vein ... perhaps something like "Oh boy, oh boy, I sure do love a challenge, so Bring it On!" And now, having done my part for the month ... I need another (half-empty) glass of gewürztraminer! - JO

**"ASQ: THE GLOBAL VOICE OF QUALITY"
SECTION 614 MEETING
SATURDAY, APRIL 9, 2011**



Chris Hayes, ASQ Region 6A Director, will join us on Saturday, April 9, to provide an overview of some of the many activities ASQ is involved in around the world. *For more information about the April 9 meeting: [Click here for details](#)*

NOTE: Reservations for this meeting must be received by March 29.

MANAGEMENT SYSTEM AUDITING STANDARDS

Submitted by Dennis Arter, Fellow ASQ

ISO/IEC 17021:2011, Conformity assessment – Requirements for bodies providing audit and certification of management systems, sets new requirements for the auditing of management systems and for auditor competence in order to increase the value of management system certification to public and private sector organizations worldwide.

This revised standard applies only to third-party registration/certification auditors. For supplier and internal audit, you and I will continue to use ISO 19011:2008, Guidelines for management systems auditing. The American version, ANSI/ISO/ASQ/QE 19011S-2008, has additional supplemental guidance and is available from Quality Press. The revisions to the 19011 document should be completed sometime later this year.

Notice that both of these standards have a wide scope - management systems in general. The similarities and approaches to quality auditing, environmental auditing, safety auditing, and security auditing are too great for the standards writers to ignore. All these management systems are based upon our friends PDCA. Only the implementation methods are different. With proper study of the requirements, you should be able to audit them all.

I wonder how this will affect the ASQ Certified Quality Auditor (CQA) program?

UPCOMING WORKSHOPS

Effective Time Management

Making better use of the time you have.
Volpentest HAMMER Training Center, Richland, WA
Friday, April 22, 2011 1:00pm - 3:30pm
Co-sponsored with the Mid-Columbia Leadership Development Association. [Click here for details.](#)

Resolving Differences

Learn the same process professional mediators' use.
Red Lion Hotel, Kennewick, WA
Thursday, April 28, 2011 1:00pm - 4:30pm
[Click here for details.](#)

Managing People: A Boot Camp for Managers

Tools for the new and veteran manager.
Red Lion Hotel, Kennewick, WA
Friday, May 6, 2011 8:00am - 3:00pm
[Click here for details.](#)

SECTION 614 MEMBERSHIP

As of March 21, 2011, we have 100 members in our Section.

2010-2011 SECTION 614 LEADERSHIP TEAM	
Section Chair (and Programs & Publicity)	Alvin Langstaff
Vice Chair and (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	Barbara Gillespie
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.