CHAIR'S CORNER

Alvin Langstaff

This will be my last opportunity to occupy the chairs corner in the newsletter for awhile as Deborah will take over in July. It has been a privilege to serve as chair and I'd like to express my appreciation to all of you who have supported the section whether it was suggesting a meeting topic, being a presenter, attending a meeting or attending a training session. Over the past year our membership has increased again to approximately 110 members. I like to think that means the ASQ nationally (not just our section) is offering service of value to quality practioners.

Over the next several weeks we will be working to line up next season's programs so if anyone out there has an interesting topic or experience that you'd be willing to share, please contact any of the section officers. Whether it's a tour of your facility or a case study of how you strive to achieve quality in your business, we'd like to hear from you. Our strength lies in the commitment and participation of our members. And whether it's a dinner meeting at the Shilo or a lunch on top of a hill at a tree farm, we always try to make sure that the food is an enticement too.

Hope to see many of you over the next year,

- **Alvin**

VICE - CHAIR'S CORNER

Jo Haberstok

As I write this, it's the first official day of summer. And the weather is finally also starting to feel like summer. Not sure if I'm happy about that or not, as I'm not a big fan of the really hot summer temperatures we sometimes get in the Tri-Cities.

What's your Quality Plan for the rest of the summer? What, you say? You don't need a "plan" – let alone a "quality plan" for your summer?!? You're probably right about that. But as I was looking for some inspiration for my column this month, I happened across a website for a company that sells various types of quality tools and books. One of the items they offer is a Quality Management Plan template. And that got me thinking. After all, any good quality professional knows how important it is to set goals and to involve our internal and external customers in developing plans and strategies to meet those goals. We all know about the many methodologies, techniques and acronyms out there, including brainstorming, WIIFM, and PDCA.

So, doesn't it also make sense to use quality approaches to planning what we and our families will do with our vacation time? Even without really thinking about it, we probably use brainstorming when considering and trying to decide where to go and what to do on a vacation. Does everyone get to have a say as to where they'd *like* to go? Hawaii? Or maybe a little closer to home? How about Silverwood - a great family-oriented theme park, that's just north of Coeur d'Alene, Idaho. Then, after we hear or list all the ideas, do we then discuss them in more detail and possibly also rank them in some way, to help in making a final decision? For example, Hawaii may not be a viable option due to funding issues or maybe we've only got three days for this vacation.

In some cases, perhaps "management" (Mom and Dad) has already initiated their own plan for a family vacation to, say, California, based on feedback from their little "customers" (i.e., Johnny and Suzie both asked Santa for a trip to Disneyland and since January they've been cutting out pictures of Mickey and Minnie from magazines and leaving them around the house). As the departure date nears, they have probably also either been researching accommodations and other attractions within driving distance of Anaheim. Maybe they've even conducted some informal "benchmarking" by talking with others who've visited the area and may be able to provide suggestions about family-friendly lodging, restaurants where kids eat free during certain hours, etc.) Of course there's nothing wrong with a spontaneous type of vacation either. A little unexpected adventure can be fun. (It's tough to know what to pack for "spontaneous" though!)

Whatever your plans, I hope you all have a GREAT summer!
- **Jo**

ISO 9001: 2008 CONSPECTUS

Submitted by Dennis Arter, Fellow ASQ

Here's a simple description of ISO 9001:2000 requirements.
<u>Part 4: Quality management system</u>

General concept is to:

- Say what you do and do what you say (PDCA)
- Documentation requirements
  - Write down the important things
  - Get organized to achieve quality
  - Make directions available to users
  - Keep directions up-to-date (as long as needed)
  - Identify needed records and maintain them

<u>Part 5: Management responsibility</u>

- Provide vision and commitment to quality
- Plan to achieve quality
  -Establish quality objectives
  -Keep the quality management system current
- Define duties and responsibilities
  -Define and communicate responsibilities and authorities
  -Put someone in charge of the quality program
  -Communicate within the organization
- Monitor the operations
  -Periodically, to ensure suitability, adequacy and effectiveness f quality management system
  -Inputs from both internal and external sources
  -Outputs to cover QMS, product, and resources
  -Keep records

<u>Part 6: Resource management</u>

- Determine and provide resources for:
  -Implementing and maintaining the QMS
  -Enhancing customer satisfaction
- Allow people to excel in their work
  -Determine competencies and provide training
  -Give them the tools and equipment to do the job
  -Determine and manage the work environment

ISO 9001: 2008 CONSPECTUS (Cont'd)

<u>Part 7: Product realization</u>

- Define the process steps before doing it
  -Product specifications
  -Processes, instructions, and resources to make it
  -Quality control (test and inspection) needed
  -Records to prove it to outsiders
  -Called "quality, production, or run plans"
- Know what the customer wants
  -Determine all the requirements
  -Make sure you can do it (contract review)
  -Keep the customer in the loop

- Design for quality
  -Create a design plan
  -Define the design input (requirements)
  -Capture the design in useful documents
  -Periodically review the design process
  -Verify that you did what you promised
  -Validate the design to see if it really works
  -Control changes to the design

- Use good stuff from your suppliers
  -Know what you want
  -Check out your suppliers and monitor them
  -Verify you received what you ordered

- Control your production and service
  -Make it under controlled conditions
  -Validate processes that can't be measured
  -Match the job to the specs and show the status
  -Keep track of what you make (if required)
  -Don't break your customer's stuff
  -Keep it good as it proceeds through production and delivery

- Check the work with good equipment
  -Identify information needed for monitoring (process) and measuring (conformity)
  -Identify the devices needed for both
  -Control monitoring and measuring processes
  -Make sure measuring equipment is good

<u>Part 8: Measurement, analysis and improvement</u>

- Develop ways to measure QC, QA, QM
- Monitor your customer's perception of your quality
- Audit your quality management system
- Monitor your internal processes
- Measure the product characteristics
- Don't accidentally ship or use bad stuff
- Properly dispose of bad stuff
- Collect information and analyze it
- Continually improve the QMS effectiveness

CERTIFIED SOFTWARE QUALITY ENGINEER EXAMINATION

On Saturday, June 4, seven individuals took the Certified Software Quality Engineer Examination. To our knowledge that is a record number for one sitting of certification. We'd like to believe that the latest round of software quality training held recently in Richland had something to do with the large turnout. Nevertheless, we'd like to say *Thank youuuuuu* to those that participated.

SECTION 614 MEMBERSHIP

As of June 27, 2011, we have 112 members in our Section.

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