



# January 5, 2010

## American Society for Quality Columbia Basin Section 614



Tuesday,  
January 5, 2010

**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 BUFFETT MENU:**

The Chef and crew at O'Callahan's Restaurant always provide a fine and varied buffet dinner for us at the Shilo Inn. The buffet usually includes two entree' 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 room for dessert!

**Cost:**

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

Reservations are requested by December 30. E-mail [panda\\_2@charter.net](mailto:panda_2@charter.net) with your name, phone number, company affiliation, and type of reservation, or call Alvin at 371-2221.

**Note:** All no shows will be billed unless cancelled 48 hours in advance.

For more information about ASQ, our local section, and other upcoming events, please check our website at [www.asq614.org](http://www.asq614.org).

## Recognizing and Mitigating Error Enforcing Conditions

**Joe Estey**  
Prolepsis Training



Conventional wisdom is wrong: it isn't just death and taxes that are certainties--mistakes and errors are as well!

In spite of countless programs, endless budgets and almost bottomless resources, the best companies continue to make the simplest mistakes, the smartest people continue to do the strangest things, and many of our efforts to improve our performance actually diminish our results. However, even if mistakes are inevitable, making the same one twice is preventable!

In high reliability organizations, reducing the consequential impact of these mistakes is given as much attention to detail as trying to prevent them in the first place. In this interactive, informative presentation Joe will discuss how to recognize error enforcing conditions, how successfully sustainable work environments differ organizationally and individually from their struggling counterparts and how to use what we know about how we think to our advantage (instead of our surprise).

About the Speaker:

*Since 1995, Joe Estey has designed and delivered informances at conferences and workshops that provide an excellent learning experience filled with interaction, humor, and useful insights. Using Human Performance Improvement techniques, he has helped numerous organizations eliminate "the undesirable event."*

*By constantly striving to present fresh ideas combined with new technology and continuously updated relevant information, these informances exceed expectations at either keynote presentations or at-the-working-level training classes. Featured as an expert in leadership and organizational development in multimedia training productions such as "Attitude: Your Most Priceless Possession," and "Improving Your Performance." His book, The Tomorrow Tapestry: Life Woven on the Fabric of Change, has also been released nationally, and a new workbook series, "Future by Design," will provide instruction in team dynamics, career development, and Human Performance Improvement.*

*Joe joined Prolepsis Training after working extensively in operations, hospitality and customer service management positions in seven major cities. He earned a Bachelor of Science in Psychology/Organizational Development and currently uses his management and training background to assist clients in various programs such as Human Performance Improvement, Communication Skills Development and Causal Analysis.*