



## COLUMBIA BASIN SECTION 614 NEWSLETTER



Serving Central and Southeastern Washington  
and Northeastern Oregon

Issue 08-09

October 2008

### CHAIR'S CORNER

#### Alvin Langstaff

Greetings all. The Columbia Basin section 614 2008-2009 season was kicked off with a very entertaining and enlightening presentation by Joe Estey of Prolepsis Training. Joe discussed the concept of dealing with change and our desire for control. Two particularly salient points that I took away were that we tend to desire change in others rather than in ourselves and, that we consider change to be okay if we ourselves are in control of it. For the many members who have recently undergone, or are about to experience change, it's worth taking a look at the presentation file on the Section 614 website. Our thanks to Joe for sharing his thoughts and insights.

Speaking of changes, Jo Haberstock has recently volunteered to step in again as vice-chairman for this year. Jo's "retirement" from the leadership team turned out to be short lived but, with Rich Higgins leaving and a relative novice (your's truly) at the helm, her willingness to step in is very much appreciated. Also, Robert Boykin has volunteered to take charge of finalizing the program line-up for the balance of the season. Thanks, Robert, for taking this on. Any member who has an idea for a speaker or a tour opportunity is more than welcome to send me an email or call to discuss.

For October we have the tour and tasting at Kiona Winery which promises to be informative and fun. For November, we have Jean Lane, Richland School District Superintendent, discussing their adventure applying for the Washington State Quality Award. We'll round out 2008 with a December combined meeting with the National Management Association. I look forward to meeting more of you at these venues in the months to come. So until then, keep the focus on Quality.

Alvin Langstaff

### ASQ NEWS

The following are compiled from various messages from ASQ Headquarters that may be of interest to the general membership.

#### **Wanted: Subject Matter Experts for Product Development**

ASQ is seeking experts to write practice questions for the Certified Software Quality Engineer (CSQE) body of knowledge. These questions will be used to develop an online product to give ASQ members and customers the opportunity to take practice tests similar to the certification exam. Subject matter experts must be certified and should not have written for an actual ASQ exam within the past two years to maintain the integrity of our certification exams.

If you are interested in participating, please contact [jmiller@asq.org](mailto:jmiller@asq.org) for details.

**ASQ Career Center Gives You MORE!** Tough times call for action, so that's what we've done for you! The ASQ Career Center has joined forces with 17 science and engineering associations to make your job search easier and more productive. Why search Monster, when the *quality jobs* are at your finger tips here:

<http://click.asq-email.org/?ju=fe3516707261077c741073&ls=fdee1275726706787315767d&m=ff2f17797766&l=fe661575756503787116&s=fdec1579776d0d747715707c&jb=ffcf14&t=>

#### **Multiple Conferences Built Into the 2009 World Conference**

This year's World Conference on Quality and Improvement offers a unique opportunity for attendees to take part in three other "mini conferences" that will be held concurrently with the ASQ World Conference, all for one registration fee. The conference website is

<http://click.asq-email.org/?ju=fe2316707c610175741c76&ls=fdeb1276766303747d147376&m=ff2f17797766&l=fe6415757562017b7510&s=fdfc15747066037f75137775&jb=ffcf14&t=>



## October 11, 2008 Site Visit American Society for Quality Columbia Basin Section 614



**Saturday  
October 11, 2008  
LOCATION:**

**Kiona Vineyards Winery**  
44612 N Sunset Road  
Benton City, Washington  
(509) 588-6716

**10:45 a.m.** – Check in/Networking  
**11:00 a.m.** – Tour

Followed by wine tasting  
and a light lunch of focaccia bread  
sandwiches, chips and dessert)  
*(lunch catered by Bella an Italian deli)*

**Cost:**  
\$ 10 ASQ members (and for  
spouse/special guest)  
\$ 15 non-members  
Reservations are requested by October  
3. 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 canceled 48 hours in advance.  
For more information about ASQ, our  
section, and other upcoming events,  
please check our web site at  
[www.asq614.org/](http://www.asq614.org/).

**JOIN US FOR A SPECIAL  
TOUR, WINE TASTING,  
AND APPETIZERS**



### **KIONA VINEYARDS AND WINERY BENTON CITY**

Kiona Vineyards was founded by John and Ann Williams with former partners in 1972 with the purchase of 68 acres of raw land in the arid climate of Southeastern Washington. Located on Red Mountain, the site would later be an internationally recognized premier wine appellation. The initial Kiona production in 1980 was 504 cases, compared to 25,000 cases produced in 2005! With the talented team of Scott Williams and Glen Fukuyama, recent growth has been concentrated on producing world class wines.

Kiona's success has been remarkable. National and international recognition has focused attention on the vineyard. The Red Mountain area, pioneered by Kiona, is considered one of the prime growing regions in Washington State.

The winery has expanded considerably over time, and opened a brand new tasting facility last year. The owners have graciously offered to host ASQ Section 614 for what promises to be an informative tour and some delicious wine tasting. We hope you will be able to join us.

Driving Directions: (only 15 minutes from Richland)

- From I-82, take exit 96 for WA-225 N/WA-224 E toward Benton City/W Richland
- Turn right at 1st St/WA-224/WA-225/N Webber Canyon Rd NE
- Turn right at E Kennedy Road NE/WA-224
- Continue to follow WA-224, and
- Turn left at N Sunset Road

## ITEMS FROM SECTION MEMBERS

Gerry Brong took photos of the September meeting. First is Alvin Langstaff, the new Section Chair, leading the ASQ business discussion.



Here is our speaker, Joe Estey:



The following WSQA information was provided by Jo Haberstock:

### **ASQ-Seattle invites you to the following upcoming events –**

Evening Dinner Presentation  
Leadership and World Class Organizations  
October 9, 2008

Full Day Seminar  
What is Baldrige and Why is it Important!  
October 10, 2008

Dr. David Spong will be speaking at both events. Dr Spong recently retired from a forty year career with Boeing as president of Aerospace Support for Boeing Integrated Defense Systems and is the only two-time winner of the Malcolm Baldrige National Quality Award for two different organizations in two different sectors.

To register, visit [www.asq-seattle.org](http://www.asq-seattle.org) For more information please e-mail Laura Kinney at [Laura\\_Kinney@multicare.org](mailto:Laura_Kinney@multicare.org)

### **Becoming a WSQA Examiner**

Being a Washington State Quality Award (Baldrige) Examiner is a fabulous opportunity to receive an in-depth understanding of the nationally recognized standard for performance excellence, the Malcolm Baldrige Criteria. It is an experience rich in both breadth and depth of exposure to the elements contained in “world-class” organizations.

There are various Examiner certification levels available with the time commitment varying depending on the level. A Full Examiner is part of a larger team of examiners and evaluates applications responding to the full Criteria for Performance Excellence. A Lite Examiner is part of a smaller team of examiners and evaluates Lite (Assessment) applications which respond to fewer questions than Full applications. This examiner also utilizes a process that has been shortened for this application type. Because the applications being examined are smaller, the time commitment required of a Lite Examiner is smaller as well.

#### **Individual Benefits of Becoming a WSQA Examiner**

Being a WSQA Examiner provides you with the management and leadership skills and training that provide an understanding of the entire organization, its strengths and opportunities for improvement, so that you are more prepared to apply these principles of excellence in your organization.

"We had a great team and an effective leader. I learned a lot! The site visit gave me a much better understanding

of Baldrige and how I can use it to improve my own organization."

#### Employer Benefits of Having WSQA Examiners in Your Workforce

An employer gains significant benefit from its employees being WSQA Examiners. Examiners are taught the skills to better understand how customer needs and requirements are linked to strategic plan, job design, employee training and development, and processes by which the organization delivers its service. Examiners also learn how performance excellence attributes can be applied within your organization by recognizing the organization strengths and opportunities for improvement.

"We have reaped tremendous benefits from having internal staff serve as WSQA/ Baldrige examiners. Staff bring back many things to us: a vision of what excellent performance looks like, an understanding of specific methods organizations use to achieve world class results, skills in helping us assess our strengths and improvement opportunities, increased training/education skills, and renewed passion for the pursuit of excellence."

Judy Morton, VP Quality, Integration and Improvement, Swedish Hospital

For training dates and locations or more information, contact us at (360) 697-2444 or visit our Web site at <http://www.wsqa.net/Extimetable.php> .

#### **SECTION MEMBERSHIP**

As of September 4, 2008 we have 80 members in our Section. Our newest member is

Ms Diana Branch of Moses Lake

Welcome to the section. As a new member, you are entitled to attend one ASQ 614 meeting or event this 2008-09 year for free. We hope to see you soon!

#### **SECTION 614 2008-2009 MEETING SCHEDULE**

##### **October 14, 2008**

Site Visit  
Kiona Winery

##### **November 5, 2008**

Speaker from WSQA Speaker's Bureau

"Creating Heart in Your Organization"  
Shilo Inn

##### **December 10, 2008**

Combined ASQ/NMA Dinner Meeting  
Richland Red Lion

##### **January 6, 2009**

Dennis Arter  
Auditing Topic  
Shilo Inn

##### **February 3, 2009**

TBD

##### **March 3, 2009**

Steve Prevette  
"The Red Bead Experiment"

April – Site Visit – Location and date TBD

May 5 – TBD

June 2 – TBD

#### **EDITOR'S NOTES**

Steve Prevette  
Fluor Government Group  
ASQ CQE

I have finally gotten off of a dial-up connection and went with a high speed internet connection. That has forced a change in my email address to [Prevette@charter.net](mailto:Prevette@charter.net).

I had a good time at the Washington State Governor's Industrial Safety Conference. We had a total of 300 attendees between two sessions. David Murray of our section dropped by to offer support – he must know the presentation by heart now, after seeing us present it three years in a row now.

The Hanford transitions continue. I will continue to support the site with statistics work under work orders to Fluor Government Group.

- Steve

**WEBSITES FOR OTHER ASQ SECTIONS**

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

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 22<sup>nd</sup> of the month.

**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.*

**PUBLICATION INFORMATION**



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[prevette@charter.net](mailto:prevette@charter.net)  
<http://users.owt.com/prevette>.

**2008-2009 SECTION 614 LEADERSHIP TEAM**

<b>Section Chair and Publicity</b>	Alvin Langstaff	<b>Audit</b>	Clark Beus
<b>Vice Chair and Programs</b>	Jo Haberstock	<b>Division Liaison, Web Team Lead, Section Historian, and Examining</b>	Dennis Arter
<b>Treasurer</b>	Howard Rew		
<b>Newsletter Editor and Secretary</b>	Steve Prevette	<b>Certification/Recertification</b>	Steve Prevette

You can find out more about Section 614, including contact information for Leadership Team members, on our website at [www.asq614.org](http://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!