Columbia Basin Section
ASQ

Serving Central and Southeastern Washington and Northeastern Oregon

Issue 02-11	NEWSLETTER	February 2011

CHAIR'S CORNER

Alvin Langstaff

Recently I've been thinking a lot about the people side of quality. Back in November we had a very interesting session with James Cox, who provided a very dynamic session emphasizing the important attributes of communication and motivating others from within. For February, we were pleased to have Todd Williams talk to us about people or process and their relative effect on project success. In the examples that Mr. Williams shared with us regarding troubled projects, he found that the processes were usually sound but that the people side was generally hampered by poor communication, not using the process, or not understanding the process.

The take-away for me, as a proclaimed process improvement disciple, was that these two people were telling me something that I've probably known all along - but sometimes forget how important it is. Mainly, that no process improvement is going to work if it's not communicated clearly, understood by the folks that have to use it and, most importantly, accepted by those same folks. It's always easier to just tinker with the process instead of winning the minds and hearts of the people, but really, the whole point of the concept of quality is that the attributes make the output work for the people. So, next time I have a process to "improve," I'm going to try to remember to keep the people side more firmly in mind.

Just a reminder that officer candidates are needed next year for our section. Drop me a line and let me know what aspect of our section's activities you might be interested in. And don't forget our meeting on March 8th. John Verderber, QA Manager for Parsons, will be telling us about some of the really neat aspects of developing and producing one-of-a-kind products.

Hope to see you there.

- Alvin

VICE-CHAIR'S CORNER

Jo Haberstok

We had another great turnout for the February 8 dinner meeting! For those who attended, I hope you came away with some new insights about the importance of balancing people and process, and how the right balance contributes to more successful projects. Our featured speaker, Todd Williams, shared a number of his own personal experiences and case studies to help emphasize his points.

I hope he won't mind that I stole this sign from one of his online blogs. It just struck me as the kind of sign that I think more companies should post and (novel idea!) actually talk with workers about. Can you imagine team members getting an email that says they're scheduled for a mandatory meeting, and the subject line reads "Another Failure?" Or "We need to talk about this team's failure rate." Wouldn't folks be surprised to show up and have management start discussing the *positive* side of failures, the importance of taking risks in order to grow and be more innovative, maybe even about a change in mindset regarding how setbacks are viewed? (If this got your attention, check out Todd's blog titled "Is Your Failure Rate High Enough to Succeed?")

Our March 8 meeting should be another very interesting one, with John Verderber, QA Manager at Parsons Technology Development and Fabrication Complex in Pasco. Parsons' technologies and ground-breaking methods have earned a number of awards, including the 2007 "Manufacturer of the Year" award from the Tri-City Industrial Development Council. John, who has been a section member for many years, will share more about the company's unique fabricated items, systems, components, and equipment.

And don't forget to also keep an eye out for Todd Williams' soon-to-be published book, Rescue the Problem Project: A Complete Guide to Identifying, Preventing, and Recovering from Project Failure.

- Jo

Tuesday,
March 8, 2011

LOCATION:
O'Callahan's/Shilo Inn
50 Comstock
Richland, Washington 99352

5:30 p.m. - Check in/Networking and no-host cocktail service

6:00 p.m. – Buffet Dinner

7:00 p.m. - Presentation

DINNER BUFFET 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 March 3. E-mail
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 and other upcoming events, please check our website at
www.asq614.org/

"Quality and First-Of-A-Kind Fabrications"

John Verderber
Parsons Technology Development and Fabrication Complex

With an integrated system of design, engineering, fabrication, and testing, Parsons' Technology Development and Fabrication Complex (TDFC) in Pasco, Washington, excels in delivering first-of-a-kind products from concept to reality. Their one-stop shop designs, develops, and fabricates technology for high-end, small-lot production runs that result in unique fabricated items, systems, components, and equipment. They are also proficient in prototype technology development, systemization, and testing of systems to operational readiness.

The company prides itself on being a leader in providing first-class engineering, fabrication, and prototype services that meet rigorous safety and quality requirements.

Parsons' TDFC meets the requirements of NQA-1, the American Society of Mechanical Engineers (ASME) Section VIII, ISO-9001, and the Voluntary Protection Programs (VPP) Star status.

Join us on March 8 to hear more about Parsons' quality philosophies, technologies and ground-breaking methods that have earned a number of awards, including the 2007 "Manufacturer of the Year" award from the Tri-City Industrial Development Council.

About the Speaker: John Verderber is currently the QA Manager for the Parsons Technology Development and Fabrication Complex, located in the Port of Pasco. His responsibilities include development, implementation and management of the overall QA/QC program at this facility. He is also responsible for ensuring that all fabrications are complete and have satisfied customer requirements.

John joined Parsons in 2004 as a Senior QA Engineer and became the QA Manager in 2009. During that time, he also worked overseas in Baghdad, Iraq as QA Manager for the USACE Building, Health and Education Project, and in Amman, Jordan, in support of project closure for several US AID contracts. Prior to his QA career, which included working with several Hanford contractors, John worked as a Mechanical Engineer for 11 years at various nuclear power facilities, including four years at the Columbia Generating Station. John holds a Bachelor's Degree in Mechanical Engineering from Manhattan College and is a Parsons certified Lead Auditor. He has been an ASQ member for over seven years.

EDITOR'S ERRATA

Sometimes, one word can make a big difference. In Dennis Arter's article last month about the LastPass program for Internet password management, it should have read, "We all know you should **not** use the same password for all your accounts."

THIS & THAT

As you will no doubt surmise by the table listed below, this month's newsletter had some available white space. So, for your reading pleasure, did you know (according to the Internet), that each day in March has a celebratory "holiday"? I kid you not. Some of the days had several "holidays" so the most comical, hopefully, is listed.

Each Day in March:

Mar 1	National Pig Day
Mar 2	Old Stuff Day
Mar 3	If Pets Had Thumbs Day
Mar 4	Holy Experiment Day
Mar 5	Multiple Personality Day
Mar 6	National Frozen Food Day
Mar 7	National Crown Roast of Pork Day
Mar 8	Be Nasty Day
Mar 9	Panic Day
Mar 10	Middle Name Pride Day
Mar 11	Worship of Tools Day - guys, you can relate
Mar 12	Plant a Flower Day
Mar 13	Ear Muff Day
Mar 14	National Potato Chip Day
Mar 15	Everything You Think is Wrong Day
Mar 16	Everything You Do is Right Day
Mar 17	Submarine Day - the hero sandwich or the boat?
Mar 18	Supreme Sacrifice Day
Mar 19	Poultry Day
Mar 20	Extraterrestrial Abductions Day
Mar 21	Fragrance Day
Mar 22	National Goof Off Day
Mar 23	National Chip and Dip Day
Mar 24	National Chocolate Covered Raisin Day
Mar 25	Pecan Day
Mar 26	Make Up Your Own Holiday Day
Mar 27	National "Joe" Day
Mar 28	Something on a Stick Day
Mar 29	Smoke and Mirrors Day
Mar 30	I am in Control Day
Mar 31	National Clam on the Half Shell Day

There you have it, readers. What is *your* favorite day in March?

MCM PROJECT MANAGEMENT TRAINING CLASS

Title: Fixing Troubled Projects

When: March 16th 2011, 07:30 a.m. – 3:30 p.m.

Where: WSU-TC CIC Bldg.
2710 University Dr., Richland, WA.

Cost: $395.00

Registration: Access the link below to register:
MCM Project Management

SECTION 614 MEMBERSHIP

As of February 23, 2011, we have 98 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
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.