

## VICE - CHAIR'S CORNER

### Jo Haberstok

Here it is now, almost May already. Once again, this year just seems to be flying by...

And very soon, we will need to submit the names of our section's new officers and committee leads to ASQ headquarters. I'm hoping that a number of you have been in contact with Alvin to let him know about what office you are most interested in championing for the coming year. And please keep in mind that there are opportunities available not only in the roles of President, Secretary, Treasurer, Membership, Certification, etc., but there are also a number of ways you can become more active with our section. All of our ad hoc teams can always use another helping hand, so please let us know if you have an interest in planning programs and site visits for the coming year, or contacting new members, or coming up with some creative marketing strategies for our section.

For those who were able to make it to our special April 9 meeting at the Shilo Inn, this was a great opportunity to meet and talk with Chris Hayes, our Region 6A Director. She shared a lot of information about various activities happening at the national level of ASQ, and also discussed some of the key responsibilities of section roles. I believe a lot of us were surprised about some of the things we learned about that morning. Maybe not exactly "fall out of your chair" surprised, but surprised we didn't know about one thing or another.

For me personally, I just never seem to find the time to read all the email messages from ASQ that fill my InBox on a weekly basis. I freely admit to not being as up to speed as I should be about some of the changes in requirements or the key programs being promoted at this time. Hey, I knew about the new section logos! Do I get credit for that? ☺

I really enjoyed hearing all that Chris shared with us. And I was also quite pleasantly surprised - and I've already told her this so I think it's okay to tell you all as well - to find that Chris is a very down-to-earth, practical-minded Director. We've had some excellent Regional Directors over the years, so don't get me wrong, but sometimes folks who serve in such roles can come across as a bit "preachy" when talking with section leaders and members about all the rules and requirements. I really appreciated that Chris had truly "been there, done that" in terms of being involved in a leadership role with a section that seemed similar to ours. And she wasn't at all preachy with us.

Hope to see you all at our May 7 brew-ha-ha at Kimo's!

- Jo

## ASQ SENIOR MEMBERSHIP

### Submitted by Robert Boykin

Did you know that ASQ offers senior membership for individual members who meet the following criteria?

- Have been an ASQ **Full** member in good standing for one year prior to the date of application for advancement.
- Have 10 years of professional experience. Up to four years of this vocational requirement may be satisfied by graduation from an accredited college, university, or similar institution.
- Have qualified in one of the following ways described below:

A – Have conducted quality-related engineering, inspection or audit, or statistical work, or applied the methods and principles of quality on the job for at least two years.

B – Have taught quality or related arts or sciences at an accredited institution for at least two years.

C – Have been a senior member or comparable type in a recognized professional organization.

D – Currently hold an ASQ certification that requires recertification.

**Note:** Your Regular membership must be paid for the current membership year before Customer Care will be able to process your advancement. For more information about becoming a Senior Member, [click here](#).

## KIMO'S RESTAURANT RATTLESNAKE MOUNTAIN BREWING COMPANY

### SECTION 614 SITE VISIT/MEETING SATURDAY, MAY 7, 2011

Are you aware that the Rattlesnake Mountain Brewing Company's (RBMC) beers are made on premise? Well, join with friends on Saturday, May 7 and Brewer Doug Reider will provide an overview of RBMC's history, and will also discuss how some of the finest beers in the area are concocted. For more information about the May 7 meeting: [Click here for details](#).

NOTE: Reservations for this meeting are requested by April 29.

### MOTHER'S DAY – CHERISH THE QUALITY

Submitted by Jo Haberstk

I read somewhere earlier this week that for Mother's Day this year (reminder – it's May 8<sup>th</sup>!) US consumers are expected to spend \$14.6 billion on gifts of one sort or another. \$14.6 Billion! Mother's Day is second only to the December holiday season in terms of consumer spending. That's big business!

While I'm sure we all appreciate cards, gifts and expressions of caring and affection that others take the time to specially select for us, whether for birthdays, holidays, or other special occasions, this staggering dollar amount got me wondering about it all.

For all the money spent each May, how truly valued are mothers in our culture? Don't worry, I'm not going to get into a big philosophical debate about wages, careers versus family choices, etc.

I'm just going to keep this short and instead ask that everyone take a moment this week and think about some of the high quality memories of our mothers. For some, their mothers are still living and they have yet another opportunity on May 8 to tell them about all of their great qualities. For others, that's not possible, and while we may wish we could have just one more Mother's Day with ours, what we can do is think about and cherish past memories.

*Happy Mother's Day to All!*

### 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.

## UPCOMING TRAINING

### WASHINGTON STATE QUALITY AWARD (WSQA) Leadership in Excellence and Customer Focus

- Three 2-hour Web-based Program Series

Customers expect even more of us in tough times. You can meet the challenge without leaving your desk by participating in the energizing and practical three-part webinar series on Leadership in Excellence and Customer Focus. The WSQA has joined with several thought leading groups to bring you these lively and content-rich sessions by Robin Lawton. The top expert on customer-centered excellence, Robin is a best-selling author who was recently ranked No.1 of 88 speakers by an international organization. Attend one or more of these related events at 9:00-11:00 AM PDT:

- May 13: **ACHIEVING 8 DIMENSIONS OF EXCELLENCE:** How to align strategy, service and measures with customer priorities
- May 20: **MIND AND VOICE OF THE CUSTOMER:** How to uncover, translate & deliver what customers want
- June 9: **MEASURING SATISFACTION WITH and WITHOUT SURVEYS**

These interactive events are designed to introduce you to new ideas and actually put them into practice during the session. Generous course materials are included. To learn more and register, [click here](#).

### SECTION 614 MEMBERSHIP

As of April 25, 2011, we have 105 members in our Section.

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