

## CHAIR'S CORNER

by Robert Boykin

October, as you are well aware, is Halloween month. Have you ever wondered who came up with the concept of walking around in creepy costumes on Halloween day? Did all of a sudden on a October 31<sup>st</sup> way back when a person decide to leave their home in a creepy costume and go door to door asking for candy? If so, I wonder how many times that person got the door slammed in their face or had the Constabulary come a calling.

I searched the Internet for the origins of Halloween and, for your sake as well as mine, I will skip the, let's say thought-provoking history, which we are all probably aware of anyway. However, a paragraph caught my eye which read: "The custom of trick-or-treating and the use of 'jack-o'-lanterns' comes from Ireland. Hundreds of years ago Irish farmers went from house to house begging for food, in the name of their ancient gods, to be used at the village Halloween celebration. They would promise good luck to those who gave them food, and made threats to those who refused to give." They simply told the people, "You treat me, or else I will trick you!"

Guess what? Somewhat similar actions occurred during my youth because the older kids would occasionally threaten the younger kids if they did not surrender their treats. The older kids would also do a snatch and grab whereby they would literally run by and snatch the bag of candy from the younger kids and motor away at a greatly accelerated rate. It seems that the characteristic of fear held steadfast for a long period of time.

The chums I went door-to-door with devised a quality plan to offset the snatch and grab. Well, we thought it was a quality plan since it was fundamentally relational to the action of the older kids. Additionally, our plan could be considered as an ongoing process of building and sustaining relationships by assessing, anticipating, and fulfilling stated and implied needs – which in our minds at the time was the need to keep our treats. Our plan, and a beaut it was, entailed putting some of Fido's "fertilizer" in a paper bag and carrying it in one hand while carefully hiding the real treats under our costume. When the older kids came a calling we practically gave them the bag as they ran by. And then we would motor away in the opposite direction at an even more greatly accelerated rate. Were your Halloweens as much fun as mine?

Remember, in the words attributed to American radio and television personality Art Linkletter, "Things turn out best for those that make the best of the way things turn out."

Be well and be safe.

- Robert

## VICE CHAIR'S CORNER

by Jo Haberstk

It's almost here – November, that is, and of course that means ... **World Quality Month!!**

As a quality professional reading this article, what will YOU do in November to celebrate Quality and to help promote Quality in your professional and/or personal life?

It seems to me that as ASQ members we should all plan to do at least one special thing. It doesn't have to be anything grandiose like starting a Quality Institute in the local community. Oh wait, was that what you were planning to do? If so, never mind – sounds like a great idea to me!!

I'll bet most of us do more than one thing every day that is in support of quality or that utilizes quality tools in one way or another. Think about it for a minute. It may be that your job is in a quality department and you perform assessments or assist customers with performance metrics or responses to audits on a daily basis. Maybe your job doesn't have "Quality" in the title, but your work (paid or volunteer) involves helping others through planning, scheduling, communications, leadership, training, team building ... the list goes on and on.

And how about in our personal lives? Helping children understand how to communicate better with their peers and talking about teamwork and the importance of goals ... Discussing whether to purchase oak or maple cabinets or ideas for remodeling the bathroom with your spouse or partner... the arts of negotiation and compromise and win-win ...all are related to quality, aren't they? Quality is wide-ranging and encompasses so many different types of activities!

Let's all make a promise (if only to ourselves) to do at least one additional quality-related activity in the month of November. Here are just a few ideas:

- Read a book or attend a workshop or training course to improve your own skills
- Assist a friend or colleague in learning a new skill or improving a current one, or share a good article you've read with others
- Call a local nursing home or other charitable organization and offer to read to or visit with residents
- Dig out your athletic shoes and coach (or referee!) a youth sports team
- Write an article for our section newsletter
- Volunteer to help with one of our section's teams
- Participate in our section's site visit to SIGN November 13

Put your thinking caps on now, and get ready to celebrate World Quality Month in style!

- Jo



**NOTE THE DATE:**  
Tuesday November 13, 2012

**NOTE THE LOCATION:**  
**SIGN Fracture Care International**  
*Please Check-in at*  
The Signature Center  
451 Hills Street  
Richland, Washington  
(509) 371-1107

**SAFETY NOTE:** Closed-toe, low-  
heeled shoes are required for the  
tour.

**NOTE TIMES:**  
5:30 p.m. – Check in/Networking  
5:45 p.m. – Tour Starts  
6:30 p.m. – Pizza and Presentation

**Cost:** \$10 members/non-members

**DINNER:**  
For this special site visit, we will be  
having PIZZA and soft drinks.

For planning purposes, reservations  
must be received by November 8.  
E-mail [panda\\_2@charter.net](mailto:panda_2@charter.net) with  
your name, phone number,  
company affiliation, or call Alvin at  
(509) 371-2221.

**Note:** All no shows will be billed  
unless cancelled at least 48 hours  
prior to meeting start time.

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



- Employs 32 people at the local facility
- Manufactures 20,000 IM nails a year
- Has treated 105,000 patients
- Is in 52 countries
- Is in 282 hospitals

## SPECIAL ASQ SITE VISIT TO **SIGN** Fracture Care International



### **“Equality of Fracture Care Throughout the World”** Hosted by Jeanne Dillner, CEO

Many of you will remember Jeanne Dillner being the featured speaker at our April 2010 section dinner meeting. Now we have a great opportunity to tour SIGN Fracture Care International's manufacturing facility and learn even more!

SIGN is a nonprofit, humanitarian organization based in Richland, whose mission is to bring healing to victims of orthopaedic injuries throughout the developing world. Collaborating with over 5000 surgeons in more than 52 countries, SIGN develops orthopaedic implants and training that will help them heal the severely broken bones of their patients. SIGN has more requests to start new programs than can be accommodated.

All of SIGN's products are manufactured in Richland. They are distributed for free or at an affordable cost so that poor patients have an equal opportunity to receive modern, effective orthopaedic treatment. SIGN manufactures an innovative, state of the art, FDA-approved intramedullary (IM) interlocking nail system and all instruments needed to implant these nails. Over the years, SIGN has improved efficiency and production through the use of quality techniques and new machinery, including a laser marker that increases efficiency for marking each nail, screw and surgical tool. An Instron Biaxial Test System exerts high levels of compression and tension, thus testing durability of the nails.

Quality is a key component at SIGN. Team members document each step of design. SIGN recently met the requirements as a certified quality management system for the design and manufacture of medical devices, earning them ISO 13485 rating by the International Organization for Standardization. Complying with ISO 13485 also provides a framework for meeting medical device quality requirements in the international market. SIGN has been the recipient of awards for Manufacturer of the Year in Washington State in 2010 and in 2011.

#### About our Host:

*Jeanne Dillner has been with SIGN since its inception and has held the position of CEO since 2001. She regularly travels with Dr. Lewis Zirkle to assist with training and building relationships with the local orthopaedic surgeons. Previous to SIGN, Ms. Dillner was President of J. Dillner Consulting. She held lead finance positions at the International Atomic Energy Agency in Vienna, Austria and at Pacific Northwest National Laboratories in Richland, Washington.*

## “OUT OF THE DARKNESS INTO LIGHT”

### Have you read this article?

by Jo Haberstok

If not, please take a few moments and check it out on the [ASQ website](#).

This story is featured as part of ASQ’s “Quality for Life” initiative. In my view, it’s about social responsibility, global transformation and quality with a capital “Q”! It’s about what started as one man’s desire to help others, which grew because of his and others’ passion and commitment to fighting blindness in India. As a result, using the concepts of Deming’s “plan, do, study, act” model (PDSA) and with a lot of hard work by and donations from many others, they have raised over \$3.5 million to help the visually impaired in India. They have restored sight to about 90,000 people and have also provided measles vaccinations and vitamin A to approximately 90,000 children.

When I read this story, I couldn’t help but think about our upcoming Site Visit to SIGN in November 13. Theirs is another great story of social responsibility, global transformation and quality with a capital “Q.”

### FREE IS GOOD! TEAM EXCELLENCE BUNDLE = November 2012 Member Gift

If you haven’t checked it out already, this month’s member gift from ASQ includes three Team Excellence webcasts, as follows.

#### Team Excellence Webcast Series \*

- [The Team Excellence Framework](#) (43 minutes)  
In the first webcast of this three-part series on team excellence, you’ll be introduced to the Team Excellence Framework (TEF) as the recognized best practice for successful team-based improvement projects.
- [How to Implement Team-based Improvement](#) (28 minutes)  
In the second webcast of the series you’ll learn how to use the TEF in organizations that are new to team-based improvement projects.
- [How to Improve Your Current Team-based Efforts](#) (40 minutes)

\* Your computer may need to install a WebEx viewer, and Java must be installed/enabled to view the webcasts.

You can also check out the first chapter of the book **Best Practice in Team Excellence** by Laurie Broedling and Vern Goodwalt [for free!](#)

ASQ members have access to this bundle through October 31.

## GUIDE TO PROCESS IMPROVEMENT AND CHANGE – November 12-15 San Antonio, Texas

This ASQ-sponsored training course is designed to provide topics, direction, mentoring, and case studies necessary to realize the advantages of process improvement. Process improvement initiatives are not new to organizations. However, the application of a systematic approach to change is changing the most prestigious companies around the globe. The quality techniques associated with managing business processes have virtually changed overnight. Added to that momentum for quality is the parameter of technology driving innovation, global competition, and outsourcing. The most successful organizations are those that proactively harness technology, processes, and opportunities toward developing relationships that add tangible benefits to both customer and company. The philosophy and application of the principles that underlie process improvement are modifying the very nature and culture of the organizations in which we work. Those who embrace process improvement are in the best position to realize success.

For more information or to register, [click here](#).

### WANT TO HAVE WINNING CONVERSATIONS?

#### Workshop: “Tough Talks with Team Members”

Date: November 16, 2012 1:00 pm – 3:30 pm

Location: HAMMER Training Center, Richland

Instructor: Paul Casey

Cost: \$79

The Mid-Columbia Leadership Development Association (MCLDA) is sponsoring this workshop on November 16. Highlights include:

- Build the courage to confront
- Identify your conflict resolution style
- Grow your listening/noticing skills
- Get to “win-win” in crucial conversations

For more information or to register, [click here](#).

### Halloween Trivia

Halloween is almost here, which mean Trick-or-Treaters will soon be knocking on your door. How many pounds of Halloween candy are purchased in the U.S. each year?

- A. 600 million pounds
- B. 550 million pounds
- C. 425 million pounds
- D. 300 million pounds

(answer is on page 4)



**PROJECT MANAGEMENT COURSE - November 16**

Title: "Practical Application of Project Management Tools & Techniques"  
 Date: November 16, 2012 7:30am – 3:00 pm  
 Place: HAMMER Facility, Richland  
 Cost: \$345

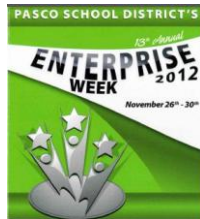
This professional training is designed for both the novice and experienced individual. It follows the MCM Project Management Institute based tools and techniques that are successfully utilized throughout the industry, including how to successfully plan, scope, schedule, resource, budget, communicate, execute and close projects. Participants are guided through an actual MCM Project Interactive Case Study (PICS) that mirrors the templates the class will be covering through the course. Participants are given a workbook and an auto-load CD of 16 easily utilized and vital templates developed and successfully utilized by MCM Project Management to help deliver some of the industries' biggest information technology projects within scope, on time, and within budget.

For the course outline and to register, [click here](#).

**VOLUNTEERS NEEDED FOR ENTERPRISE WEEK AT PASCO SCHOOL DISTRICT - November 26 - 30**

by Jo Haberstok

The Pasco School District's annual business simulation event for high school seniors, Enterprise Week, will be held at TRAC in Pasco on November 26 through 30. Volunteers are needed to assist with the event.



Enterprise Week is a partnership with local businesses, the School District and Washington Business Week. The weeklong program provides all seniors from Chiawana, Pasco, and New Horizons high schools the opportunity to experience the business world from industry experts who share business-focused principles and knowledge.

Company advisors are needed as well as judges. Each company advisor is assigned a "company" of 14 to 15 students to facilitate and mentor through the business operating process. Advisors must be able to be committed to their teams for the entire week.

Judges are also needed for three to four hours on November 29 and 30 to grade team presentations in the areas of marketing, human resources, web, and for the final tradeshow display.

For more information or to sign up, contact Gloria at 543-6770 ext. 3794 or Chris at 543-6727, or email [enterprise@psd1.org](mailto:enterprise@psd1.org).

**INTRO TO QUALITY ENGINEERING – December 10-14 - Saint Petersburg, Florida**

This ASQ-sponsored course teaches Quality Engineering concepts and tools. Participants will learn about Quality Engineering concepts and tools such as quality systems, auditing, product and process control and design, quality methods and tools, applied statistics, SPC, and Design of Experiments (DOE). Enhance your engineering expertise and your effectiveness as a Quality Engineer with this comprehensive introduction to key quality engineering concepts and tools critical to success in the field of Quality Engineering today.

For the full course outline and additional details, or to register, click [here](#).

**SECTION 614 MEMBERSHIP**

As of October 16, 2012, we have 97 members in our Section.

<b>2012-2013 SECTION 614 LEADERSHIP TEAM</b>	
<b>Section Chair (and acting Programs Chair)</b>	Robert Boykin
<b>Vice Chair (and acting Publicity Chair)</b>	Jo Haberstok
<b>Treasurer</b>	John Fish
<b>Secretary</b>	Deborah Coffey
<b>Division Liaison and Section Historian</b>	Dennis Arter
<b>Certification/Recertification</b>	Steve Davis
<b>Audit</b>	Clark Beus
<b>Membership Chair</b>	Steve McConaghy
<b>Nominating Chair</b>	Alvin Langstaff
<b>Webmaster</b>	Dennis Arter
<b>Newsletter Editor</b>	Robert Boykin
<b>Programs Chair</b>	Vacant
<b>Publicity Chair</b>	Vacant

**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 10th of the month.

**Halloween Trivia Answer**

A – 600 million pounds. Approximately 600 million pounds of candy (that's \$1.9 billion worth!) are sold every year in preparation for Halloween.