



# COLUMBIA BASIN SECTION 614 NEWSLETTER



Serving Central and Southeastern Washington and Northeastern Oregon

February 2007

## CHAIR'S CORNER

Steve Prevette  
Fluor Hanford  
Chair, ASQ Section 614



We had a very good meeting with Kevin McManus as our speaker. There was a good turnout of section members and guests. Many new faces, and many old faces. The session gave us a good opportunity to reflect upon our quality sagas. Dennis Arter has placed the short version of the presentations materials on the website.

The February meeting promises to be another timely topic – Human Performance. This initiative started with the nuclear power plants, and now the Department of Energy has embraced the idea. The principles are certainly useful outside of Hanford, and it is a new emerging trend in safety and quality that should be worthwhile for you to be aware of.

Nominations for ASQ Section 614 officers will be officially held during the February meeting. This will be for Section Chair, Vice Chair, Treasurer, and Secretary for the 2007 – 2008 season, starting July 1. We will announce the nominations in the March newsletter. If there is only one nomination per officer slot, we will hold a voice vote at the April meeting as the official election. If there are more than one nomination for any slot, we will hold a mail-in election in April. Please consider volunteering for a position or a role with the section. We can always use help in selecting programs and speakers, the newsletter, certification, recertification, and other things we may not have even previously considered.

Unfortunately I picked up the sinus infection going around and did not make the planning meeting this month. Jo Haberstock led the meeting and took very good notes. We have the schedule for the rest of the season established. This is definitely an improvement over past years where we barely knew what next month's meeting was going to be.

For me, work in statistics continues. I will be in California as you receive this newsletter. I am to spend a day at the Lawrence Berkeley national laboratory providing training in statistical trending. This will, of course, include Dr. Deming's Red Bead Experiment. I am also to speak at a Department of Energy auditing conference, and also provide the Red Bead Experiment there. Have beads, will travel. Also, I recently formalized a set of training materials for a two day training sequence on Statistical Process Control, Dr. Deming's management theories, and Systems Thinking. Fluor corporation has sponsored making these materials available to the public on the internet. The URL for the material is <http://www.hanford.gov/rl/?page=1156&parent=1144>

Happy Presidents' Day  
- Steve Prevette

## VICE CHAIR'S DESK – FEBRUARY 2007

Jo Haberstok  
Fluor Hanford  
Vice Chair, ASQ Section 614



Last month I said I would try to keep my column fairly short, but I didn't. No promises this time either.

First, I want to thank Steve for his message this month and for that nice silhouette he included of Dennis Arter ... or was that Jerry Brong? (Okay, I know it wasn't really either of them, but I figured they and others might enjoy a little humor here in the cold of winter.) I figure some of us also might have gotten a chuckle from that comment of Steve's about the last dinner meeting including many "old" faces. Then again, I kind of like this quote I recently came upon (author unknown): "Do not regret growing older. It is a privilege denied to many."

Here's some more "old" stuff, as in old business: As a result of our donations to and bidding on items at December's Silent Auction, our ASQ section made a donation of \$120 to the Boys & Girls Clubs of Benton-Franklin Counties. I recently had an opportunity to visit their main facility in Pasco and to talk with their Vice President of Programs. If you are not familiar with their mission and programs, I hope you will be able to join us in March for our Site Visit. You may be surprised to learn about the many Club locations and the variety of activities they offer for local youth.

Now on to the subject of our upcoming section elections. This is a great opportunity for each of you to consider taking a more active role to help ensure the continued success of our section. Those of us currently serving as officers would be happy to discuss the responsibilities and time commitments needed in these roles. Please contact us if you would like to know more about a specific office. If you don't feel you can make the commitment to serve in an "officer" role, then how about being a team lead or assisting with one of our many teams? I am a big believer in not biting off too big a piece of the pie. (Okay, so if we're talking about a chocolate cream or peanut butter pie I might be observed with more than just one slice, but we're really talking about a different kind of pie here.) If you have an interest in planning programs, for example, or professional development, or publicity, there are a number of activities that need to be done in each of these areas – they can be broken into manageable pieces that can then be done by three or four members. It would be great if we could get some additional volunteers for the coming year. As Martin Luther King said: "Life's most persistent and urgent question is, 'What are you doing for others?'"

And finally ... Valentine's Day is February 14<sup>th</sup>. If you're looking for ideas for a Valentine card ... or poem ... or gift ... or maybe you'd just like to learn more about the history behind celebrating Valentine's Day ... you might enjoy the St Valentines Day web site at <http://www.stvalentinesday.org/valentines-day.html>. Happy Valentine's Day!

Cheers!

Jo Haberstok

# **WORLD CONFERENCE ON QUALITY AND IMPROVEMENT - *“Fueling Innovation Through People and Quality.”***

**WHERE:** Orlando, Florida

**WHEN:** April 30-May 2, 2007

**SAVE UP TO \$120 ON REGISTRATION THROUGH MARCH 16, 2007!**

## **[REGISTER TODAY AND SAVE!](#)**

Innovations have changed the way we do business and the way we live our lives. Innovation can improve life and is synonymous with inspiration, growth or change. In large part, it may be responsible for an organizations' ability to maintain a sustainable, competitive advantage.

Discover how you, today's quality professional, will fuel innovation in business, society, and your communities. Explore innovation and how it relates to change management, virtual societies, social responsibility, systems thinking, and customer value with experts from the U.S. and abroad, from a variety of industries and backgrounds.

## **CONFERENCE HIGHLIGHTS:**

- **Sessions:** Discover new and innovative quality techniques, emerging areas and topics related to quality.
- **Certification:** 14 on-site exams will be offered prior to the conference. Take this opportunity to become a certified quality professional in time to join your peers at the conference.
- **Keynote Presentations:** Three speakers share their expertise on innovation, the future, and more.
- **International Team Excellence Competition:** This unique competition features successful business improvement teams from various industries around the world.

## **DATES TO REMEMBER:**

- **Early-Bird Registration Deadline:** March 16, 2007
- **Certification Application Deadline:** March 16, 2007
- **Room Reservation Deadline:** April 6, 2007

For more information, visit the **[World Conference Web Site](http://wcqi.asq.org/)** at <http://wcqi.asq.org/>

## **BUSINESS TIP OF THE WEEK - Susan M. Heathfield**

### **Play Well With Others: Develop Effective Work Relationships**

"You can submarine your career and work relationships by the actions you take and the behaviors you exhibit at work. No matter your education, your experience, or your title, if you can't play well with others, you will never accomplish your work mission. Effective work relationships form the cornerstone for success and satisfaction with your job and your career. How important are effective work relationships? Effective work relationships form the basis for promotion, pay increases, goal accomplishment, and job satisfaction."

Read Susan's entire article at [http://humanresources.about.com/od/workrelationships/a/play\\_well.htm](http://humanresources.about.com/od/workrelationships/a/play_well.htm)

Tuesday,  
February 6, 2007

**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 BUFFET:**

The Chef and crew at O'Callahan's Restaurant always provide a great – and varied – buffet dinner for us at the Shilo Inn.

This usually includes two entrée 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 some room for dessert!

**Cost:**

\$ 17 ASQ members

\$ 20 non-members

\$ 5 presentation only

Reservations are requested by February 1. Send an email to [prevette@owt.com](mailto:prevette@owt.com) with your name, phone number, company affiliation, and type of reservation, or call Steve at 373-9371.

NOTE: All no shows will be billed unless canceled 48 hours in advance. For more information about ASQ, our section, and other upcoming events, be sure to check our web site at [www.asq614.org/](http://www.asq614.org/).

"We cannot change the human condition, but we can change the conditions under which humans work."

- James Reason



## “Event Prevention and Human Error” RICHARD HIGGINS

CH2M HILL Hanford, Inc.

Humans make errors, and sometimes those errors result in unacceptable consequences. Many companies simply blame (and often even go so far as to terminate) the person(s) who made the error that directly resulted in the negative event.

Over the past decade researchers into human factors have been increasingly concerned with developing the appropriate tools for managing unsafe acts.

There are two approaches that may be used when dealing with issues of human fallibility. The “person” approach focuses on the errors of individuals, blaming them for forgetfulness, inattention, malicious compliance, etc. The “system” approach concentrates on the conditions under which individuals work and attempts to improve/change those conditions in order to avoid further errors or mitigate their effects. Supporters of the system approach strive for a comprehensive management program aimed at several different targets: the person, the team, the task, the workplace, and the institution as a whole.

High reliability organizations – systems operating in hazardous conditions that have fewer than their fair share of adverse events - are prime examples of the system approach. They recognize that human variability is a force to harness in averting errors, but they work hard to focus that variability. They anticipate the worst and then equip themselves to deal with it at all levels of the organization. Such organizations are not immune to adverse events, but they have learned to view occasional setbacks as opportunities to enhance the resilience of the system.

Join us February 6 to hear Rich Higgins share several well-publicized events and the underlying organizational weaknesses that combined to cause them. Based on work done by James Reason, Sidney Decker, Alan Hobbs and the Institute for Nuclear Power Operations, this presentation will discuss the importance of designing error-tolerant processes and blaming systems rather than people when things go wrong.

*About the Presenter:*

*Following a successful career in the Navy's nuclear propulsion program, Rich Higgins has been a senior manager for over 15 years with several major contractors involved in Department of Energy work at Rocky Flats in Colorado, at the Mound plant in Ohio, and now at Hanford. Rich is currently CH2M HILL Hanford's Director of Assessments and Corrective Action at the Hanford tank farms. He currently serves as the secretary and newsletter editor for ASQ Section 614.*

**ASQ SECTION 614  
UPCOMING MEETINGS 2006 – 2007**

| <b>Date</b>                  | <b>Speaker</b>  | <b>Topic</b>   |
|------------------------------|---|--|
| Tuesday,<br>February 6, 2007 | <b>Rich Higgins</b><br>(CH2M HILL Hanford)  | “Event Prevention and Human Error”   |
| Tuesday,<br>March 6, 2007    | <b>SITE VISIT</b><br><b>Boys &amp; Girls Clubs of</b><br><b>Benton-Franklin Counties</b><br>(Pasco) | “Setting a Quality Example and Providing a Guiding Hand for Local Youth”<br>Light Dinner followed by a presentation and tour     |
| Tuesday<br>April 3, 2007     | <b>Dennis Cresswell</b><br>Tri-City Citizen and Entertainer   | TBD - “Quality and Customer Satisfaction: The Story of the Citizen Newspapers”   |
| Thursday<br>May 10, 2007     | <b>Sheila Horn</b><br>(Schweitzer Engineering Laboratory)   | “Quality Focus = Quality Results”<br>A Formula for Continuous Improvement & Success at Schweitzer Engineering Laboratories, Inc. |
| Tuesday<br>June 5, 2007      | <b>Dennis Arter</b><br>(The Audit Guy)  | “Process Approach to Auditing”   |

If your company is interested in hosting a Site Visit or if you know someone who would be a good speaker for an upcoming section meeting (either this year or next year), please let us know.

If you would like to help with next year’s programs, please let us know – we are always more than willing to put volunteers to work!!

Contact: Jo Haberstock, Programs Chair (376-9685)

**SEATTLE SECTION DINNER MEETING THURSDAY FEBRUARY 8, 2007 - 5:30 PM**

**Title: "Quality Award Systems - Panel Discussion"**

For reservations, please contact [reservations@asq-seattle.org](mailto:reservations@asq-seattle.org) or call Deborah Hopen at 253-952-7757.

**Deadline for Registration: tbd**

Eastside Dinner Meeting

5:30 P.M. - 6:30 P.M. Dinner

6:30 P.M. - 6:45 P.M. News and updates

6:45 P.M. - 8:00 P.M. Presentation

*Speaker: 4 Areas ASQ Members*

*Cost: \$20 for dinner, Presentation is Free*

*Location: Master Builders Association, Bellevue*

# ACCIDENT INVESTIGATION AND ROOT CAUSE ANALYSIS COURSE OFFERED

**Course Description:** This 50-hour course is designed to provide safety professionals and general business professionals with the systematic process needed to conduct an accident investigation, collect and process information, analyze facts using system analysis tools, develop findings and produce an accident investigation report to drive improvement actions.

**Location:** Hanford Training Center/Richland  
**Course Instructor:** John D. Cornelison (home phone: 509-375-1936; cell phone: 509-551-1055)  
Email: [Cornelison\\_john@hotmail.com](mailto:Cornelison_john@hotmail.com)

**Cost:** Cost is \$550 per attendee which covers the cost of a notebook with presentation slides for note taking and a basic set of Technical Tool documents. Also included is software which contains AI PRO TOOLS.

*John Cornelison holds a Masters in Industrial Safety from the University of Idaho. He has 40-plus years experience in the fields of Safety, Health and Environment. He is a past President of the Wyoming Chapter of ASSE and currently a member of the LCB ASSE Chapter Executive Committee. Work experience includes 20-plus years in private industry, both US and foreign. He has 20-plus years at DOE facilities such as the NTS, INEL, NPR, SPRO, and Hanford. He conducted two-week MORT Accident/Incident Investigation courses at INEL, and certifies accident investigators. While supporting the Anchorage Alaska Chapter of ASSE, John developed and taught Accident Investigation Courses (4 credits) at the University of Alaska at Anchorage.*

Sessions are scheduled to start on February 16, 2007; March 2, 2007; and March 16, 2007 and will be held every other Friday from 7 am to 5 pm for five sessions. (Note: These are "Fridays off" for many Hanford workers.) Depending on enrollment, the course date with eight or more registrations will be taught first. Please contact the instructor to find out about course openings and how to register. Additional sessions will be held in the fall of 2007

**City University Credit (optional at added charge):** For those desiring university credits, the instructor will provide forms at the first class. Attendees will need to send completed forms and credit fees to City University, and will be required to complete homework and pass an exam for university credits. (5 Undergraduate credits @ \$39 per credit or 3 Graduate credits @ \$49 per credit)

## SECTION 614 CONTACT INFORMATION

Please visit the Section 614 web site at [www.asq614.org](http://www.asq614.org).

### Employment



## 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.

### 2006-2007 Section 614 Leadership Team

|  |                |  |              |
|--|----------------|--|--------------|
| <b>Section Chair and Publicity</b>     | Steve Prevette | <b>Audit</b>   | Dave Sandoz  |
| <b>Vice Chair and Programs</b>         | Jo Haberstock  | <b>Division Liaison, Web Team Lead, Section Historian, and Examining</b> | Dennis Arter |
| <b>Secretary</b>                       | Howard Rew     | <b>Certification/Recertification</b>                                     | Howard Rew   |
| <b>Newsletter Editor and Treasurer</b> | Rich Higgins   |  |              |

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!

## 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 – Vancouver Section (#627): [www.asqswwa.org](http://www.asqswwa.org)

Portland Section (#607): [www.asqpd.com](http://www.asqpd.com)



## QUALITY QUOTE

“Perfection is not attainable, but if we chase perfection we can catch excellence.” – Vince Lombardi

### *Publication Information*

*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.*

*Publication/Editorial Staff: Rich Higgins (Rich\_Higgins@charter.net).*

Columbia Basin Section 614  
PO Box 1177  
Richland WA 99352

