



COLUMBIA BASIN SECTION 614 NEWSLETTER

Serving Central and Southeastern Washington
and Northeastern Oregon



Issue 08-09

September 2008

CHAIR'S CORNER

Alvin Langstaff

As many of you may have already learned, our chairman for 2008-2009, Rich Higgins, has taken a job in Oak Ridge, Tennessee. As such, the privilege of providing remarks for the chair's corner has unexpectedly fallen to me. This one will therefore be brief. For the coming year, we are looking forward to a very impressive slate of speakers and activities that I hope many of you will choose to attend. September's dinner meeting will feature Joe Estey with an invigorating presentation on the subject of change. For October, we are planning a tour of the Kiona winery operation. More on future topics and plans for the coming year in next month's newsletter.

We wish Rich the best of luck in his new assignment and look forward to hearing from him from time to time. As autumn looms in the Northwest and we get back into the swing of things, I hope to see many of you at the meetings or at least hear from you.

Until next time.

Alvin

ASQ NEWS

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

Article Published About ASQ's Baldrige Implementation

The summer 2008 edition of the *Journal of Association Leadership* (JAL), recently published an article titled, "The Baldrige Model: An Integrated and Aligned Systems Approach to Performance Excellence," by Paul Borawski, executive director and chief strategic officer of ASQ, and Maryann Brennan. The article provides an overview of the Baldrige framework using ASQ's story on implementing the Baldrige model and the lessons

learned along the way as an example. <http://click.asq-email.org/?ju=fe3316707060037d741174&ls=fde91275716104757312757c&m=ff2f17797766&l=fe5c15747c6c06787411&s=fdec1579776d0d747715707c&jb=ffcf14&t=>

Feedback Needed on Advocacy Work

ASQ's advocacy and public affairs activities protect the interests of quality practitioners in a variety of fields. Your feedback will help guide this vital activity. Tell us what you think of ASQ's involvement in advocacy work by taking a brief survey <http://click.asq-email.org/?ju=fe3216707060037d741076&ls=fde91275716104757312757c&m=ff2f17797766&l=fe5c15747c6c06787411&s=fdec1579776d0>.

Subject Matter Experts Needed 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 Jessica Miller (<mailto:jmiller@asq.org>) for details.

Quality Information Center

As ASQ's library, the Quality Information Center (QIC) responds to questions about quality and links people seeking information with experts who can provide prompt assistance. Staffed with professional information specialists, the ASQ library collection contains quality- and management-related material from many sources including ASQ magazines, journals, and Quality Press books.

The QIC can be researched electronically through the Knowledge Center's Ask a Librarian (<http://click.asq-email.org/?ju=fe311670716d007a741572&ls=fdea1275766001757d127471&m=ff2f17797766&l=fe5315747c6307757211&s=fdec1579776d0d747715707c&jb=ffcf14&t=>) function.



September 16, 2008 Meeting
American Society for Quality
Columbia Basin Section 614



Tuesday,
September 16, 2008

Change Management and the Control Imperative

Joe Estey, Prolepsis Training

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:

- Chicken Dijon
- Honey Roaster Pork Loin with Caramelized Apples
- Garlic Mashed Potatoes
- Green Beans Almandine
- Sweet Biscuits w/honey butter
- Mixed Salad Greens
- Chef's Choice Salads
- Fresh Fruit & Berries Tray
- Assorted Desserts
- Coffee/Tea

Cost:

- \$ 17 ASQ members
- \$ 20 non-members
- \$ 5 presentation only

Reservations are requested by Sept 11.
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 canceled 48 hours in advance.

Clichés about CHANGE abound:

- “The only constant is change”
- “The only person who really love change is a baby with a wet diaper”
- “It takes 3 to 5 years to change a _____”



While we all are likely to experience change in our lives (lots of change), it is doubtful we will all manage the transition process in the same way. Change happens instantaneously; it is the aftermath or after-effect that we control.

During this informative and interactive presentation, Joe will share how successful, internationally recognized quality-focused organizations use transition as a process for improvement, rather than an obstacle to performance. He will also share the Control Imperative principle everyone employs - willingly or unknowingly - to cope with transition in their personal and professional lives.

About the Speaker:

Since 1995, Joe Estey has designed and delivered informances at conferences and workshops that provide an excellent learning experience filled with interaction, humor, and useful insights. Using Human Performance Improvement techniques, he has helped numerous organizations eliminate "the undesirable event."

By constantly striving to present fresh ideas combined with new technology and continuously updated relevant information, these informances exceed expectations at either keynote presentations or at-the-working-level training classes.

Featured as an expert in leadership and organizational development in multimedia training productions such as "Attitude: Your Most Priceless Possession," and "Improving Your Performance." His book, "The Tomorrow Tapestry: Life Woven on the Fabric of Change" has also been released nationally, and a new workbook series, "Future by Design," will provide necessary instruction in team dynamics, career development, and Human Performance Improvement.

Joe joined Prolepsis Training after working extensively in operations, hospitality and customer service management positions in seven major cities. He earned a Bachelor of Science in Psychology/Organizational Development and currently uses his management and training background to assist clients in various programs such as Human Performance Improvement, Communication Skills Development and Causal Analysis.

SECTION MEMBERSHIP

As of August 4, 2008 we have 82 members in our Section. There were no new members joining the section in July. There were 15 past members who so far had not renewed for 2008-2009. We will send an email reminder to them to see if they would like to renew.

SECTION 614 2008-2009 MEETING SCHEDULE

September 16, 2008

Joe Estey
"Tools for Transition"
Shilo Inn

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

Marcia Daszko
"Data Driven Decision Making"
Shilo Inn

March 3, 2009

Steve Prevetie
"The Red Bead Experiment"

April – Site Visit – Location and date TBD

May 5 – TBD

June 2 – TBD

EDITOR'S NOTES

Steve Prevetie
Fluor Government Group
ASQ CQE

The leadership team was surprised to hear that Rich Higgins would be leaving the Tri Cities, but we all wish him well in his new job. As Joe Estey will point out in his talk this month, this is a time of change for many of us. For Rich, it is a new opportunity in a new location.

Alvin has agreed to move up from vice chair to the chair position. This does leave an opening for a new vice chair. If you are interested in volunteering to be vice chair (or for any other function for that matter), please contact any of the ASQ Section 614 leadership team.

I had a very good experience at the Voluntary Protection Program Participants' Association national conference in Anaheim CA. Dave Jackson (of Fluor) and I had a standing room only crowd of more than 200 people for our presentation on reducing injuries through human performance and leading indicators. Several other presenters at this safety conference made significant references to quality tools and quality management, with mentions of both Six Sigma and Dr. Deming.

I hope that all of the Section 614 members will find happiness and prosperity during the 2008-2009 season. We have some great topics lined up across a broad spectrum of quality principles. I also look forward to our time together as members, and networking with lots of quality discussions.

- Steve

WEBSITES FOR OTHER ASQ SECTIONS

Seattle Section (#606) www.asq-seattle.org
Spokane Section (#619) www.spokaneasq.org
Southwest Washington –
Vancouver Section (#627) www.asqswwa.org
Portland Section (#607) www.asgpdx.com

PUBLICATION INFORMATION



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<http://users.owt.com/prevette>

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 22nd 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.

2008-2009 SECTION 614 LEADERSHIP TEAM

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

You can find out more about Section 614, including contact information for Leadership Team members, on our website at 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!