

## CHAIR'S CORNER

**Deborah Coffey**

Paul Shelp, Executive Director of the Dispute Resolution Center (DRC) of the Tri-Cities, gave a very interesting presentation on dispute resolution at our September meeting, including what the center does and their philosophy on mediation. He also talked a little bit about their work with companies to mediate workplace disputes. The mediators are all volunteers but they get some core training in how to recognize the underlying interests and motivations that people base their positions on when in conflict and during negotiation. What the DRC tries to do is get the parties to understand that there may be an alternate way to satisfy their interests and, by doing so, defuse the opposing positions. The DRC is also involved in negotiating disputes before entering the legal system in cases such as differences between neighbors, divorce and custody situations.

Join us on the 4th of October for a tour of the Parsons Technology Development and Fabrication Complex (TDFC) in Pasco, Washington. This was scheduled as a follow-up to an ASQ presentation that occurred last year. One value of on-site ASQ tours is the opportunity for a behind the scenes visit to companies and facilities we would never normally have access to visit and ask questions. I know I always learn a lot.

This past year and especially this month and last, we have seen several lay-offs affecting many of the folks we interact with and know in the workplace. I am not sure how many ASQ members have been affected, but it is important that folks looking for jobs let us know their situation and what their qualifications are and those of us who can help, can offer networking support to help people find new positions. ASQ Section 614 policy is not to post or sanction job postings, but we can help as individuals.

As we move into Fall, let's look forward to the holidays when we have a holiday gathering planned on December 6th at Bookwalter Winery and our November 8 meeting with Dean Gano as the presenter.

If you receive the Quality Progress magazine, there is a delightful column in the First Person column called "Chili Topped with Statistics." It made me smile. Check it out at: <http://asq.org/qualityprogress/departments-columns-current/index.html?column=17&mode=nav&lst=hp>

- Deborah

## VICE CHAIR'S CORNER

**By Robert Boykin**

Other than having a fine dinner and networking opportunities, what's in it for you to attend the monthly ASQ Section 614 business meetings? Other than hanging out with the best and brightest that the Tri-Cities and surrounding area has to offer (does it get any better than that?), why spend two hours of prime time at the business meeting?

Last month I encouraged a colleague to attend our meeting that featured the topic of mediation because it was right up his alley. At times he talks non-stop about mediation and its benefits, so I thought it would be a slam dunk to get him to attend. However, he did not show up and I found this baffling. When I later approached him about it, he said "I am a fan of mediation but it interfered with a previous appointment I had." He did not divulge what the appointment was and I did not ask. However, his office mate told me later that every other Tuesday night is their time to do volunteer work at a local charity. Now, as you might recall, I talked about volunteering in last month's newsletter, and how wearing several hats can at times conflict with what we "really" want to do. Given a choice, which would be yours? Attend a business meeting or help at a local charity? According to my elders, life can be all about choices. Needless to say, I applaud my colleague for helping out at the charity because time spent helping others is time well spent.

Of course, similar to others on the Section 614 leadership team, I would like to see a packed house at every one of our monthly meetings. I am, however, well aware that other things sometimes take priority. Nevertheless, if you find that your prime time is in need of some company, come and hang out with us on the first Tuesday of each month. What's in it for you? Join us and find out. The best and brightest will be waiting.

Be well and safe.

- Robert

**Tuesday**  
**October 4, 2011**

**SPECIAL SITE VISIT**

NOTE LOCATION:  
**Parsons TDFC**  
**2926 East Ainsworth Street**  
**Pasco, Washington**

**PARSONS TECHNOLOGY DEVELOPMENT  
AND FABRICATION COMPLEX**

Safety Requirements: No high heels or open-toed shoes (above the ankle footwear is preferred); no dresses/skirts. Safety glasses will be provided as needed.



Due to current work activities, all attendees must be U.S. Citizens. Photos are not permitted.

**Hosted by John Verderber, QA Manager**

*For this special site visit, we'll be having PIZZA and soft drinks.*

*5:30 p.m. - Check in/Networking*

*6:00 p.m. - Pizza!!*

*Tour starts at approx 6:30 p.m.*

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

*For planning purposes, reservations must be received by September 30. E-mail [dscoffey01@aol.com](mailto:dscoffey01@aol.com) with your name, phone number, company affiliation, or call Deborah at 375-5011.*

*Note: All no shows will be billed unless cancelled 48 hours in advance.*

Directions to Parsons: In Pasco, from I-182 take Oregon Avenue southbound to Ainsworth Street, then take Ainsworth east to 2926 E. Ainsworth. If coming from Kennewick, cross the Cable Bridge northbound to E. Ainsworth Street (the first light after the cable bridge). Take Ainsworth eastbound to 2926 E. Ainsworth. The facility is on the right. (This is their new building – not the warehouse.)

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

Many of you will remember John Verderber being our featured speaker at our section business meeting in March of this year. Now we have a great opportunity to tour the Parson's facility in Pasco, Washington and learn even more!

With an integrated system of design, engineering, fabrication, and testing, the Parsons Technology Development and Fabrication Complex (TDFC) 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.

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

Join us on October 4 for a tour of the Parson's facility in Pasco and 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 our Host: 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.

## UPCOMING TRAINING

### Software Quality Engineering Class

ASQ Section 614 is working to determine interest in attending an ASQ-sponsored Software Quality Engineering Class. This class has been offered twice before in the Tri-Cities and has secured positive reviews. It spans four days (7: a.m. to 4:p.m. daily) and will cost \$1,100 for ASQ members and \$1,400 for non-members.

This course is designed to help improve your job performance and the quality of your company's software products. It is a broad course that addresses all of the body of knowledge area of the Certified Software Quality Engineer (CSQE). It provides a thorough introduction for those new to software quality, as well as an opportunity to fill in any "blank spots" for experienced personnel. Although not designed as a certification refresher, this course may help seasoned software quality professionals brush up on key elements of CSQE.

If you are interested or know of others who are, please contact Deborah at [dscoffey01@aol.com](mailto:dscoffey01@aol.com).

### "Adventures of Leadership" Training in October

The Project Management Institute CRB Chapter is offering "The Adventures of Leadership" as a training opportunity:

When: October 10th - 11<sup>th</sup>, 2011  
Time: 8:00 a.m. – 4:00 p.m.  
Where: Red Lion Hotel  
Cost: \$600 non-member, \$500 member  
Registration: Click on the following link [PMI-CRB](#) for more information and to register.

## SECTION 614 MEMBERSHIP

As of September 25, 2011, we have 107 members in our Section.

<b>2011-2012 SECTION 614 LEADERSHIP TEAM</b>	
<b>Section Chair (and Programs &amp; Publicity)</b>	Deborah Coffey
<b>Vice Chair (Newsletter, Programs &amp; Publicity)</b>	Robert Boykin
<b>Treasurer</b>	Barbara Gillespie
<b>Secretary</b>	Donna Sinks
<b>Division Liaison and Section Historian</b>	Dennis Arter
<b>Certification/Recertification</b>	Howard Rew
<b>Audit</b>	Clark Beus
<b>Membership Chair</b>	John Verderber
<b>Nominating Chair</b>	Alvin Langstaff
<b>Webmaster</b>	Barbara Gillespie

## 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.