

## **CHAIR'S CORNER**

**by Alvin Langstaff!**

Greetings ASQ members!

For the last several years, I have been collecting quotes and snippets that I have found to be especially meaningful (to me anyway) when it comes to striving for improvement and better outcomes. I thought I'd share a few of my favorites this month, so here they are:

"Everything is perfect just as it is - and there's plenty of room for improvement." - Nisargadatta Marahaj

"Failure after long perseverance is much grander than never to have a striving good enough to be called a failure." - George Eliot

"Supposing you have tried and failed again and again. You may have a fresh start any moment you choose, for this thing that we call 'failure' is not the falling down, but the staying down." - Mary Pickford

"The only time you don't want to fail is the last time you try." - Charles F. Kettering

"If everything we do works, we are not trying enough new things". - Ed Schweitzer

"Error is life providing feedback on our interactions with the environment. By shifting our paradigm of error from one of fear and blame to one of system feedback, we find that error is nature's way of helping us proceed incrementally toward our goals while coping with an uncertain universe." - Source unknown

"Happy is he who can find out the causes of things. (Felix qui potuit rerum cognoscere causas.)" - Virgil

I guess the reason I appreciate these quotes is that they remind me that even if we don't always reach perfection (and there probably is no such a thing), in any case, lots of others have experienced the same thing.

If you have a favorite I'd appreciate you sending it my way. And don't forget to sign up for the April dinner meeting to hear our guest speaker share some insights on the Lean journey that Kadlec Health System has been on for the last several years.

Until next time,

- Alvin

## **VICE CHAIR'S CORNER**

**by Jo Haberstk**

We are now officially celebrating SPRING! Isn't that great? I sure hope the weather gods got the memo – because I am ready for the daffodils and crocuses and tulips!

Speaking of flowers in bloom, I was in San Francisco around the end of February, and tulips and other colorful flowers were in bloom all around Fisherman's Wharf. Kind of funny, because for a couple of days while I was there it was also raining like crazy! The other days were sunny and warm, and I had a great time hiking the "hills" and exploring. One day I rode a cable car from the Wharf area to downtown – I definitely experienced "The Streets of San Francisco" (raise your hand if you remember the Michael Douglas/Karl Malden TV show from the 1970's).



One of the things that I can't help but notice no matter where I go is the quality of customer service and products. My time in San Francisco was no different. I had some really great "quality" experiences and also some that were less than stellar. I don't want to use all of my column here on that, so I've included a separate article about some of my top San Francisco experiences later in the newsletter.

Changing the subject now. Don't be "fooled" – our next dinner meeting really is on April Fool's Day (April 1). I hope you will be able to join us that evening to learn about "Implementing the Lean Management System in a Healthcare Organization" (and other organizations as well) from our speaker, Chris Protzman. Chris is Director of the Value Improvement for Patients Resource Office at Kadlec Health System.

One last thing. Since I was unable to attend the February dinner meeting and missed seeing Alvin's presentation, I wanted to share something about statistics. Never fear, though... I did some research on my own and found this very interesting little online presentation. Professor Michael Martin presents this mini-lecture looking at where statistical graphics don't tell the whole story. Check it out [here](#).

Hope to see you all on April 1.

- Jo

Tuesday,  
April 1, 2014

## Implementing the Lean Management System in a Healthcare Organization

**Chris Protzman**  
Kadlec Health System

### LOCATION & TIME:

O'Callahan's/Shilo Inn  
50 Comstock Blvd.  
Richland, Washington

**5:30 p.m.** - Check in/Networking  
(no-host cocktail service)

**6:00 p.m.** - Buffet Dinner

**6:45 p.m.** - Presentation

### DINNER BUFFET MENU:

The Chef and crew at O'Callahan's Restaurant always provide a fine and varied buffet dinner for us at the Shilo Inn. The buffet usually includes two entree choices, plus accompanying vegetable, a number of tasty salads, and a vegetable and/or fruit tray.

### Cost:

\$20 ASQ members  
\$24 non members  
\$5 presentation only

Reservations are due March 27.  
E-mail [Panda\\_2@charter.net](mailto:Panda_2@charter.net)  
with your name, phone number,  
company affiliation, and type of  
reservation, or call Alvin at  
(509) 371-2221.

For more information about our  
ASQ section and other  
upcoming events:  
[www.asq614.org/](http://www.asq614.org/)

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

"Lean" was coined in an MIT study of automotive manufacturing in the 1980s to describe Toyota's production system: Lean Manufacturing (Higher quality, lower cost and shorter lead times with less resources). Since then, Lean has been applied in many industries and organizations, including Kadlec Health Systems.

When Kadlec first opened its doors in 1944, the hospital was established to care for the Hanford area workers and their families. Since then, they have grown to a regional medical center providing care for the people throughout the Mid-Columbia. Home to a growing open heart surgery and interventional cardiology program, they have the region's only Neonatal Intensive Care Unit, a world-class all digital outpatient imaging center as well as a number of other innovative services and programs. Kadlec is also the first hospital in the Tri Cities to receive Joint Commission certification in hip and knee replacement.



In June 2011, Kadlec Regional Medical Center was officially named a "Planetree Designated Patient-Centered Hospital," the first hospital in the state of Washington with this designation, which recognizes achievements and innovations in the delivery of patient-centered care. The designation signals to health care consumers it is a hospital where providers partner with patients and families, and where patient comfort, dignity, empowerment and well-being are prioritized with providing top-quality clinical care.

Lean Healthcare is a customer focused approach. Activities are viewed as value added or non-value added with respect to providing value to the patient/customer. Lean tools are used to observe work processes, identify waste, and understand work and information flow. Other tools are solution oriented methods used to eliminate waste. While many of the concepts may seem simple, true understanding of the complexity and interdependence comes with training and personal application.

Join us on April 1 to better understand lean philosophies and how they apply to not just healthcare but to all industries. Learn more about value stream mapping, problem solving and leadership techniques and how Kadlec uses such processes to continuously assess operations, improve services and address patients' human needs as well as their medical needs.

*About the presenter:* Chris has been working with healthcare leaders to improve operations for the past 23 years. His experience includes 10 years at Intermountain Healthcare in Utah and 12 years at Kadlec. For the past four years, he has been leading the implementation of the Lean Management System in Kadlec Health System as the Director of the Value Improvement for Patients Resource Office. His personal mission is to create "2500 problem solvers."



## SIMON COLLIER QUALITY AWARD - CALL FOR NOMINATIONS

Do you know someone who is a leader in promoting quality concepts, people who have made a difference in the quality culture or performance of their industries, companies, or in the world at large?

The Los Angeles ASQ Section (0700) would like to recognize their contributions with the Simon Collier Quality Award in October 2014. This is a nationally recognized award given in honor of one of the early movers and shakers of ASQ and the Los Angeles Section. The purpose of this award is to honor, encourage, and/or specifically identify outstanding individual or group leadership, accomplishment and ingenuity in organizing, promoting, operating, or improving Quality Systems and Programs in areas such as Industry, Government, Education, Business, Health or Service Organizations, which fit the professional objectives of ASQ.

The nominee's achievements may have resulted from outstanding ability and success in management, training, advising and writings in the field of Quality or in appropriately related works of design, manufacture, reliability, maintainability, safety, liability, etc. of product or service systems. The award is not intended to honor traditional classroom teaching.

Deadline for nominations is June 30. For additional information contact the Award Chair, [Jim Morrison](#).

## UNSEND FEATURE IN GOOGLE MAIL

by Dennis Arter

Often, we compose a message and hit send. Then we realize the referenced attachment was not attached. Or we spelled she as "seh." Or some other goofy thing.

There's hope for those of us with too-fast fingers.

Open Google Mail, then click on the gear symbol at the top right side. Click settings. Click the Labs tab. (These are experimental additions that might not stay around. If they are good, however, they remain a long, long time. Then they get folded into the main code.)

Scroll down nearly to the bottom and find "Undo Send" by a coder named Yuzo F. Click enable. Click save changes. From now on, whenever you send a message, it will remain in the queue for about 15 seconds - a long time in computer talk - then it is released. If you made a mistake, just press "undo" and the message goes to your drafts folder. Clean it up and send again.

## TIME TO GET REGISTERED FOR WCQI

by Jo Haberstk

I wonder how many of our Section 614 members are already signed up for this year's World Conference on Quality and Improvement (WCQI)?

If you haven't done so yet, be sure to check out all the [keynote speakers](#) and educational sessions being offered at this year's event. What a great excuse to travel to [Dallas, Texas](#), and maybe also do a little sightseeing while you're there!

We hear more and more these days about globalization, and part of that includes how the growing influence of quality now reaches beyond individual organizations and countries and affects international standards and requirements. The influence of quality today and the potential it brings for the future is very exciting to think about.

The 2014 WCQI offers global learning and networking opportunities for all who attend. Focus areas include:

- Customer Relationships
- Risk Management
- Building and Sustaining a Culture of Quality
- Making the Case for Quality
- Quality Fundamentals

If you attend this year's conference, be sure to make time to see some of [the International Team Excellence Awards](#) presentations. Teams from China, Mexico, Argentina, Singapore, Canada, and India – as well as several teams from across the U.S. – will be sharing their stories. I've been involved with the ITEA in the past as a preliminary and final round judge, and I can tell you from personal experience that it is a great opportunity for companies to showcase their teams, for team members to share their stories and for those who attend the live presentations at the WCQI to learn about a variety of quality tools and techniques (and also to recognize and cheer on all the teams).

For more information and to register for WCQI, [click here](#).

## RISK MANAGEMENT AT A UTILITY – HOW IT AFFECTS FINANCIALS & PROCUREMENT DECISIONS - April 8 NAPM Meeting

The April 8 meeting of the Columbia Basin chapter of the National Association of Procurement Managers (NAPM) features Jon Meyer, Manager of Risk Management and Treasury for Benton County Public Utility District (PUD). His topic will be "Risk Management at a Utility – How it affects Financials & Procurement Decisions." The meeting will be held at Applebee's in Kennewick. To make a reservation for this meeting, [click here](#). For more information, check out the Columbia Basin chapter of NAPM [website](#).

## FREE FOR MEMBERS! BENCHMARKING REPORT ABOUT IDEA GENERATION

This is a great opportunity to learn more about Open Innovation.

[Benchmarking Report: Enhancing Idea Generation through Collaboration](#)

The term (open innovation) has been around for a while, and it is now becoming a globally recognized management discipline. This report, free to ASQ members, details a study conducted by American Productivity and Quality Control (APQC). They assembled the collective knowledge of several experts in the field. You can read about 11 best practices of organizations that have embraced open innovation (including Corning, Cisco Systems Inc. and others), with an emphasis on collaborating externally and internally.

## APPLY FOR JUNE 7 ASQ CERTIFICATION EXAMS BY APRIL 18

ASQ certification is a formal recognition by ASQ that an individual has demonstrated a proficiency within and comprehension of a specific body of knowledge. Nearly 150,000 certifications have been issued to dedicated professionals worldwide. Apply for an upcoming exam and get recognized for *your* proficiencies!

Learn more about the upcoming certification exams:

- [Calibration Technician](#)
- [Lean Certification \(SME/AME/Shingo Institute/ASQ Partnership\)](#)
- [Pharmaceutical GMP Professional](#)
- [Quality Auditor](#)
- [Quality Engineer](#)
- [Quality Improvement Associate](#)
- [Quality Process Analyst](#)
- [Six Sigma Green Belt](#)
- [Software Quality Engineer](#)

Application Due Date: April 18, 2014

Exam Date: June 7, 2014

## QUOTE OF THE MONTH

"Life is short... so smile while you still have teeth."

- Source Unknown

## QUALITY IN SAN FRANCISCO

by Jo Haberstock

And now... the rest of the story. For those who didn't start reading on the front page of the newsletter, I was in San Francisco at the end of February, and I wanted to share a couple of my "high quality" experiences relative to customer service.

My #1 quality experience occurred at my hotel in San Francisco. It's a given that the rates at all establishments near the Wharf area are expensive. But I was not happy about being charged considerably more for two of the nights, for the same room (the weekend rate). I inquired about this at check-in and asked about any possible discounts they might be able to apply, but was told nothing could be done. The next day I came in to the hotel in the afternoon (after walking so much that I had the blisters to prove it), and I decided to give it one more try. There was a different team member at the front desk. I asked to speak to a manager regarding my room rate question. This individual offered to go and get the manager but asked if she might be able to help me herself. I explained my situation. She checked several things on the computer and, after a few minutes, she cheerfully announced "I've taken care of it. You'll be charged the lower rate for every night you are here." How great is that?

In my room later that day, I noticed a card on the table and it appeared to say that guests could get robes, slippers, memory foam pillows, flat irons, curling irons and several other complimentary items for use during their stay just by calling the front desk. I called to confirm this because I've never seen that before. Within five minutes there was a knock at my door, and I was handed a robe and a comfortable pillow. It's amazing that just offering to provide customers with a few "extras" can make a really big difference. The concierge was also very helpful, making recommendations for little out of the way places to try for breakfast, how best to get downtown, etc.

My other great customer service experience occurred at a restaurant at Fisherman's Wharf. Whenever I travel to places known for their seafood, I like to check out the chowder. I like New England style clam chowder best, I think, but I also like Manhattan style as well as crab and other chowders. I was walking around at the Wharf one day, just checking menus at various places to see what they had (and how much a cup or bowl cost), and a restaurant host approached me and asked if I'd like to come in. I explained about my interest in chowder and asked what theirs was like - creamy, chunky, etc. He said theirs was kind of creamy and then he said "You're welcome to come in and sample our chowders." How could I refuse an offer like that? I ended up trying the New England and Manhattan styles and also their lobster bisque. All three were really good. And of course I ended up having dinner there that night. I even came back another afternoon during my trip for just a bowl of chowder and some bread.

These were my top two experiences. I also had great food at a couple other restaurants and excellent customer service at a few of the local stores I visited. You know it was a really good experience when all you have to do is think about it later and you find yourself smiling. I'm smiling right now.

## 26<sup>TH</sup> ANNUAL QUEST FOR EXCELLENCE® CONFERENCE AND AWARD CEREMONY – APRIL 6-9 IN BALTIMORE

The annual official conference of the Baldrige Award will be held April 6-9 in Baltimore, Maryland. The conference features opportunities to learn role model best practices from current and former Award recipients in all sectors in leadership; strategic planning; customer focus; measurement, analysis, and knowledge management; workforce focus; and operations focus. Learn best performance management practices, gain knowledge of the Baldrige Criteria, engage in networking opportunities, take away ideas for improving performance and getting world class results, and be inspired to continuously strive for improvements.

A special Award ceremony on the evening of April 6 will recognize and celebrate 2013 Baldrige Award recipients. The Keynote speaker on April 7 will be Dr. Rosabeth Moss Kanter, Harvard Business School professor and author of several books, including *Confidence*, *The Change Masters*, and *SuperCorp*. The April 9 keynote will be Sister Mary Jean Ryan, Board Chair and former President/CEO of SSM Health Care.

Note: Conference attendance qualifies for 1.3 recertification units (RUs) from ASQ.

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

## PRACTICAL HUMAN PERFORMANCE IMPROVEMENT WORKSHOP - APRIL 9 IN KENNEWICK

The Mid-Columbia Leadership Development Association's (MCLDA) April 9 meeting will be a workshop titled "Practical Human Performance Improvement". The meeting will be held at Country Gentleman Restaurant in Kennewick from 5:30 to 8:00 pm.

The workshop will be led by Tim Staton, former firefighter, paramedic, safety officer, instructor, and currently the Human Performance Improvement Lead on a large Department of Energy project in Washington State.

Tim's entertaining and thought-provoking style will drive the message home and leave you wanting to improve the way you perform. His motto comes from famous educator Herbert Spencer: "The great aim of education is not knowledge, but action." Tim feels that if you aren't better when you leave, he hasn't done his job.

Cost is only \$20. A no-host bar, appetizers and dinner will be provided. Consider signing up and bringing a friend or work colleague, too. To register, call (509) 372-3143. For more information about MCLDA, [click here](#).

## 2014 BRIDGING PARTNERSHIPS SYMPOSIUM - APRIL 16 & 17 – PASCO

The 11th Annual Bridging Partnerships Small Business Symposium will be held at TRAC in Pasco on April 16 and 17. This is a business exposition with a focus on government contracting and doing business at Hanford, and it offers some exciting networking opportunities and educational breakout sessions.

The April 17 luncheon keynote speaker will be Harry Paul (aka "Fish Guy") speaking about "The Fish Philosophy and Destination Work."

Cost is only \$50, if registered before April 8. For more information or to register, [click here](#).

## DRIVING SAFELY IS LIVING SAFELY

Are the statements listed below True or False?

1. The correct way to use a freeway exit ramp is to don't slow down until you move onto the exit ramp.
2. To avoid being in a truck or bus driver's blind spot and to help them see, you should avoid driving on either side and don't tailgate.
3. On a road with 2 lanes traveling in opposite directions, slow-moving vehicles should pull over when safe to let others pass if 5 or more vehicles form a line behind you and it's unsafe for them to pass.
4. When parking downhill with a curb, you should set the parking brake and turn the steering wheel away from the curb.
5. You must dim your high beam lights when within 500 feet of an oncoming vehicle.
6. If you have a tire blowout while driving, you should hold the steering wheel tightly and brake lightly.
7. To change lanes, you should signal, check your mirrors, check your blind spot in the direction you plan to move, and change lanes.
8. At an intersection with a roundabout island (traffic circle) always drive around the circle to the right.
9. At an uncontrolled intersection, you must slow down and yield to any vehicle in the intersection and to those coming from the right.
10. Before you change directions, you must keep your turn signals on for at least 100 feet.

*(All statements above are true, according to the National Highway Traffic Safety Administration)*

## SECTION 614 MEMBERSHIP

As of March 5, 2014, we have 111 members in our Section.

<b>2014 SECTION 614 LEADERSHIP TEAM January 1 - December 31, 2014</b>	
<b>Section Chair</b>	Alvin Langstaff
<b>Vice Chair</b>	Jo Haberstk
<b>Treasurer</b>	Kent Ozkardesh
<b>Secretary</b>	Dennis Arter
<b>Certification/Recertification</b>	Patrick Faulk
<b>Voice of the Customer Chair</b>	Debbie Clarke
<b>Audit Chair</b>	Clark Beus
<b>Membership Chair</b>	Robert Boykin
<b>Nominations Chair</b>	Jo Haberstk
<b>Webmaster</b>	Dennis Arter
<b>Newsletter Editor</b>	Robert Boykin
<b>Division Liaison and Section Historian</b>	Dennis Arter
<b>Education Chair</b>	Vacant
<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.