

**Tuesday**  
**November 14, 2017**

**LOCATION:**

Columbia River Catering  
Shilo Inn  
50 Comstock  
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 Columbia River Catering 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.

Your choice of coffee, tea or decaf is included with dinner. And don't forget to save room for dessert!

**Cost:**

\$20 ASQ members  
\$25 non members  
\$5 presentation only

(cash, check or credit card)

Reservations are due November 9.  
E-mail [Panda\\_2@charter.net](mailto:Panda_2@charter.net) with your name, phone number, company affiliation, and type of reservation.

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

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

## “Servant Leadership”



**Ed Landauer**

### ASQ Fellow and Certified Quality Engineer

Did you know that the philosophy of servant leadership is an ancient one? There are passages related to servant leadership in the Tao Te Ching, attributed to Lao-Tzu, who is believed to have lived in China sometime between 570 BCE and 490 BCE.

The actual term “servant leadership” was coined by Robert K. Greenleaf in “The Servant as Leader,” an essay first published in 1970. He recognized that organizations as well as individuals could be servant leaders, and he felt strongly that servant-leader organizations could change the world.

Servant leadership is both a leadership philosophy and set of leadership practices. Traditional leadership generally involves the accumulation and exercise of power by one at the “top of the pyramid.” By comparison, the servant-leader shares power, puts the needs of others first and helps people develop and perform as highly as possible. Servant leadership turns the power pyramid upside down; instead of the people working to serve the leader, the leader exists to serve the people. When leaders shift their mindset and serve first, they unlock purpose and ingenuity in those around them, which usually will result in higher performance and engaged, fulfilled employees. A servant leader's purpose should be to inspire and equip the people he or she influences.

Most people would view the servant as leader as a real contradiction. The servant-leader is one who wants to be a servant *first* and then makes a conscious choice to lead. This is quite different from one who is a leader first because of a strong drive for power or to gain material possessions. The difference lies in the ability of the servant leader to make sure the needs of others are being served.

In this presentation, Ed will describe examples from his personal experience of the two leadership styles and the resulting outcomes.

*About the speaker:* Ed Landauer is an ASQ Fellow and Certified Quality Engineer. He has taught Engineering and Quality courses with an emphasis on Quality Engineering, Technician and Inspector Certifications for over 25 years. He has Master of Science degrees in Statistics, Industrial Engineering and Mathematics and is a Registered Professional Engineer in Mechanical, Industrial and Manufacturing Engineering. Ed most recently served as the ASQ Regional Director for Region 6A and was also a member of the ASQ Board of Directors. He previously served as Section Chair for both the Portland (Oregon) Section and the Channel Cities Section in Ventura, California.