



CHAIR'S CORNER

Alvin Langstaff

With the holiday season upon us, I trust that all of you are taking time to enjoy the fruits of your labors and immerse yourself in the spirit of the season. In other words to make this a "quality" time. On December 10 several of us joined the combined gathering with the Mid Columbia Leadership Development Association and Energy Northwest NMA chapter at the Red Lion in Richland. Although it appeared to me that the turnout was a bit lower than last year, it was an enjoyable evening. In addition to providing an opportunity to visit with professionals from throughout the Tricities, the event includes a silent auction which raises money for local charitable organizations. Your local section provided several items for the auction and, our thanks to Jo Haberstock and Robert Boykin for volunteering to not only do the shopping and selecting of items but also the creation of very attractive arrangements to display the items. I did not hear what the final amount raised was, but am confident that the money raised will be most appreciated.

On a different note, I don't know if all of you who are members read your copy of Quality Progress cover to cover but I always manage to find several articles of interest in each issue. December's highlight article for me was a perspective on the lack of quality control in the financial industry, specifically with respect to the current financial credit crisis. In the article (titled "In Crisis, Give Credit to Quality") the authors point out that the lack of standards for what constitutes quality coupled with bad input data contributed greatly to the overconfidence in the integrity of mortgage related securities. As a quality professional, I am always interested in learning lessons from others so that I don't have to make all the mistakes myself. In any case I recommend the article.

Finally, it is time to be thinking about nominations for next year's officers for Section 614. If you have a yearning or even a faint desire to be elected to a prestigious office under the time tested democratic process, please contact any current officer, or Dennis Arter, the nominations chair. We will open the floor for nominations at the January meeting and publish those results in the January newsletter. We will reopen nominations in February and either affirm the slate if there is only one nomination per office, or set up to hold

an election if there are multiple nominations. Please come to the January meeting prepared to participate. Look forward to seeing everyone there. Have a very merry Christmas.

Alvin Langstaff

THIS NEWSLETTER

Why did this come in my mailbox this month?

Generally we have been sending out ASQ Section 614 materials by electronic means, posting this monthly newsletter on the internet. This has saved the Section a large amount of money in comparison to the older days of postal mailing. We send out a notification email to members when a new newsletter is posted to the Section 614 website.

One concern is that due to lack of email or out of date email addresses, not everyone in the Section has been receiving the Section news. Since this issue is the one which calls for nominations for next year's officers, we wanted to be sure ALL section members were notified of the opportunity to volunteer themselves or nominate others for 2009-2010 Section officers.

If you have not been receiving emails from the Section, but do desire to receive emails, please be sure that ASQ has your current email on file. You may do this directly on the www.asq.org website, or you may send a note to any section officer, and they will make sure that the information is gotten to the right person.

The notification emails are sent out en masse, with receivers "blind copied". Some email routines may interpret that as spam. If you have a valid email on file, but have not been receiving Section emails, this may be due to your spam filter, or perhaps firewalls at your place of work. Usually we get the newsletter on the website by the end of each month, so when in doubt, just give a peak at the website when the first of the month rolls around. – Steve Prevette

Tuesday,
January 6, 2009

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 December 30. Send an e-mail to 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. For more information about ASQ, our local section, and other upcoming events, please check our web site at www.asq614.org/.

Integrated Internal Auditing



Dennis Arter
Consultant, Trainer, Author

All management systems – quality, safety, environment, security, and even finance – are based on the principles of PDCA: Plan – Do – Check – Act. It seems reasonable they can be integrated and even audited as a whole. Past attempts to perform integrated audits suffered from a lack of auditor knowledge in the specialty areas. Using current tools and thought processes, these obstacles can be removed. The process approach forces the internal auditor to study and understand contributors to quality, safety, and environmental excellence. Teams with diverse skills can examine controls and implementation.

Integrated internal audits result in a higher level of stakeholder value and subsequent improvement. This presentation will cover the eight steps for conducting internal integrated audits.

About the Speaker:

Dennis Arter is an independent consultant and trainer. He instructs large and small firms in the fields of quality auditing and quality systems. He has served clients in the fields of government, manufacturing, chemicals, energy, food, research, aerospace, finance, medical devices, pharmaceuticals, and health care. He has been auditing since 1975. Dennis has presented his course on quality auditing to over 9,000 people since 1980. He is the author of the classic text *Quality Audits for Improved Performance*, an ASQ Quality Press best-selling publication. He is an ASQ Fellow, former Board member, and active in the Customer-Supplier Division. Dennis has a degree in biochemistry from the University of Illinois and is a licensed mechanical engineer. He was on the team that developed the ASQ Certified Quality Auditor program and holds a CQA charter certificate. He has traveled extensively throughout the United States and Canada, as well as the United Kingdom, Ireland, Saudi Arabia, Bahrain, Peoples Republic of China, and South Africa. He resides in eastern Washington State with his wife of 38 years.

ASQ DECEMBER MEETING

The December meeting was a joint holiday party with the Mid Columbia Leadership Development Association (formerly the National Management Association). Below are some pictures from the bash:



Chair Alvin Langstaff ponders the silent auction – which raised money for charities



Alvin and Section Vice Chair Jo Haberstk

VICE CHAIR'S CORNER

by Jo Haberstk

Happy Holidays to Everyone!

'Tis the season to be jolly, and what could be jollier than a very short column from me this month? Ho-ho-ho!

I'm writing this as I'm about to head out for a holiday luncheon with a couple of my gal pals, and then to finish up the last of my Christmas shopping. If I'm feeling really adventurous, I may even go to the local mall. Or maybe not. All that hustle and bustle can be a bit overwhelming sometimes.

But I do enjoy the holiday happy times. One thing I've noticed this year is that most of the people I've encountered in various retail and other stores – even at the larger malls – seem to be very customer-oriented. I've been pleasantly surprised by smiling faces and kind words in almost all the stores I've been in this season. Smiles are good!

So, for the holidays and the coming year, I wish you all lots of smiles. As the song says, "Have a holly, jolly Christmas!" And then there's my personal favorite this year, a slightly different take on Mariah Carey's famous song... "All I want for Christmas is ... SHOES!" 😊

Jo Haberstk

EnRep, Inc.

Vice Chair, ASQ Section 614

SECTION MEMBERSHIP

As of December 2, 2008 we have 80 members in our Section. There were no new Section members in November.

NOMINATIONS FOR SECTION 614 OFFICERS

Nominations for Officers for the 2009-2010 ASQ year are now open. You may volunteer, or nominate someone else, to be Section Chair, Vice Chair, Secretary, or Treasurer.

You may provide your nomination to any Section Officer, or to Dennis Arter, the Nominations Chair. You may contact Dennis via email at dennis@auditguy.net or by phone at (509) 783-0377.

SECTION 614 2008-2009 MEETING SCHEDULE

January 6, 2009

Dennis Arter
Auditing Topic
Shilo Inn

February 3, 2009

Steve Prevette
"The Red Bead Experiment"
Shilo Inn

March 3, 2009

TBD

April – Site Visit – Location and date TBD

May 5 – TBD

June 2 - TBD

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.asqpdx.com

PUBLICATION INFORMATION



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EDITOR'S NOTES

Steve Prevette
Fluor Government Group
ASQ CQE

Happy New Year! I'll keep this note short in order to keep the length of the newsletter down to 4 pages for postal mailing. Please be sure to keep ASQ notified of any email or address changes so that we may stay in touch with you.

- Steve

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	Jo Haberstock	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!