



**CHAIR'S CORNER**

**by Alvin Langstaff**

The new year is upon us and as often happens after the holiday season, this year came much more rapidly than I anticipated. As the incoming chair for Section 614, I had intended to regale you with something pertaining to either great quality or poor quality that I had encountered over the holidays. However, on the day after New Year's I slipped and fell breaking my wrist which provided me the opportunity to experience the quality of today's healthcare system first-hand.

Those who are working in healthcare system are probably already taking these things for granted, but for those of us who generally try to avoid situations that land us smack in the emergency room at six o'clock in the morning the services available are a welcome change from what I remember as a child when I periodically visited the hospital. For example x-rays taken electronically are not nearly as cumbersome as the old photographic plates. An added benefit is that the images are loaded directly in the computer and can be shared freely between emergency room and the doctor across the street who will be in charge of making us good as new (I hope).

The other thing that made me feel good about the care I received was that each healthcare professional that I came in contact with took the time to explain what they were doing and why. I know that the institutions I dealt with have, in recent years, embraced the concepts of continual improvement and customer focus. Notwithstanding the fact that I would rather not be writing this with a broken wrist, I would not have had the opportunity to experience this healthcare quality journey first hand.

In any event, I hope to be much improved by the next time you hear from me and also hope none of you end up in the same situation. So until next month be careful; it's slick out there.

- Alvin

**VICE CHAIR'S CORNER**

**by Jo Haberstock**

Happy New Year!

We started the 2014 section year off with a large turnout (despite icy weather) on January 7. Speaker Pam Henderson got attendees involved and thinking about new opportunities for the coming year. When asked what they liked best about the meeting, attendees commented on Pam's knowledge and passion for her topic, opportunities to network with others before and during dinner, and also about the warm welcome they received from other members at the meeting.

I hope that guests – and members – are always made to feel welcome and included at section meetings and activities. I talked with several guests and some relatively new section members at the January meeting and really enjoyed learning about their professions, hobbies and more. A couple of those I spoke with have indicated an interest in becoming more actively involved in our section, which is great!

Our February 4 meeting is expected to be another really interesting one, with Toni Austin speaking about "The Cloud, Big Data and Big Brother...What and who can you Trust?" If you have been keeping up with the latest Quality Progress articles, I'm sure you read the ones about Big Data in the January issue. More and more data is available these days, and proponents – and opponents – of just about everything imaginable are compiling all sorts of graphs and charts in support of their causes. It's important to ensure the quality and pedigree of the data collected before making decisions based on X number of studies, experiments or survey results. I think our jobs as quality professionals just got harder!

Hope to see you all at the meeting on February 4.

- Jo

**Tuesday,**  
**February 4, 2014**

## **The Cloud, Big Data and Big Brother... What and who can you Trust?**

### **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 January 30. 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: No-shows will be billed if cancellation is received less than 48 hours prior to meeting start time.



**Toni Austin**  
**Manager, IS&T Systems Engineering**  
**Bechtel National, Inc.**

"The Cloud" is one of those trendy tech terms a lot of people use but can't always define clearly. What is the cloud? When do you encounter it? How can it benefit you or your business? If you use any kind of social media or online data drive, you're already using the cloud; you just may not realize it. And you may not understand how it relates to data gathering and storage or the security issues related to such activities.

With the advent of low cost Internet "appliances," we have seen an explosion in the creation of information content, both on the publicly available Internet as well as within more private Intranets. As a result, our attention is now focused on the content that we create and seek as opposed to the technology that we used to create that content. We see crowd sourcing for funding philanthropic tasks as well as providing a new source of "skilled" labor for business pursuits. The biochemists have turned over protein structure problems to the gamers of the world who have provided solutions to protein folding problems.

As we navigate the brave new world of virtual information, how do our paradigms of usability and quality fit into a rapidly changing environment?

Join us on February 4 to explore some of the rapid trends and the challenges they pose to conventional thought and process. The meeting will pose challenges that we each face daily at home and at work as we rush to adapt and use the latest information technology.

*About the presenter: Toni Austin is an adjunct faculty member in the Computer Science Department at WSU's Tri-City campus. She has served in this role since the 1980s. She currently teaches a course titled "The Impact of Computers on Society." Toni is also Manager of IS&T Systems Engineering for Bechtel National, Inc. on the WTP project. Toni's organization is responsible for the Software Quality Program, IT Configuration Management function and the Release Management function.*

## GET REGISTERED NOW FOR THE 2014 WORLD CONFERENCE FOR QUALITY AND IMPROVEMENT

Early Bird deadline is March 14

With other 100 sessions and workshops to choose from, this year's WCQI, May 5-7 in Dallas Texas, is sure to be worth saddling up for! Sessions will present real-life applications, solutions, and results based on quality principles, while the workshops allow you to dive deeper into quality theories with hands-on learning activities. The "After 5" sessions will even demonstrate how quality can be translated into social activities.

See how other companies from all over the world have used quality tools to positively impact their bottom line in the 2014 International Team Excellence Award Process/Quality Impact Sessions. These live case studies will take you through some of the most successful quality implementations from a wide variety of industries.

With more than 2,500 attendees from around the world, the World Conference is a premier international event. You will have many opportunities to share ideas with your domestic and global colleagues and to create business relationships that will foster success for years to come.

For more information and to take advantage of the early bird registration special (\$895 for ASQ members), [click here](#).

### QUOTE OF THE MONTH

"Everybody can be great because everybody can serve."

- Dr. Martin Luther King, Jr.

### ENGINEERS HAVE FUN, TOO!

Engineers are often portrayed as people who only care about machines and don't have time for their emotions. However, in this amusing video we can see their more sensitive side. These engineers enjoy the company of their cats. They eat, sleep and even work together. [Enjoy this little video!](#)

## LEAN AND SIX SIGMA CASE STUDIES SEMINAR/WORKSHOP

March 26, 2014 – Southfield, Michigan

Call for Papers by February 15

Smart Manufacturing and Lean Systems Research Group will hold a Lean and Six Sigma Seminar and Workshop March 26 at Lawrence Technological University in Southfield, Michigan, where practitioners, faculty and students can present related case studies. One session will be dedicated for the workshop and two parallel technical sessions will be dedicated for technical case study presentations. For more information, [click here](#).

**Call for Submissions:** Industry practitioners and academia can submit abstract or full case studies or research articles on lean and six sigma. Accepted submittals will be published. The submission deadline is February 15. Parallel sessions can be arranged for the technical presentations. Authors/participants must pay the registration fee as well. Submit to: [aali@ltu.edu](mailto:aali@ltu.edu).

### NQA-1 LEAD AUDITOR TRAINING

Four dates to choose from:

- March 31- April 3, 2014 - Orlando, FL
- May 5-May 8, 2014 - Las Vegas, NV
- June 16-June 19, 2014 - Milan, Italy
- June 22-June 27, 2014 - Dubai, India

This course will satisfy the ASME NQA-1, ANSI N45.2.23, and Section III NCA 4000 requirements for training and examination of prospective Lead Auditors. The latest methodologies, practices, and techniques to perform effective internal and supplier audits are presented.

[Read more](#)

### NQA-1 REQUIREMENTS FOR COMPUTER SOFTWARE USED IN NUCLEAR FACILITIES

- May 1 - May 2, 2014 - Minneapolis, MN
- May 22-May 23, 2014 - Atlanta, GA

Learn how to apply NQA-1 to the practice of developing, using, maintaining or procuring software used in nuclear facilities. [Read more](#)

## CREATING A GIANT RIPPLE!

by Lorie Rosenberg

Have you ever wondered the effects of your actions? Sometimes a minor gesture or act of good will can have a rippling effect that impacts people in ways you never even imagined and has a profound influence on the direction of their lives.

I've been listening to several audio presentations by Erwin Raphael McManus, a spiritual author we enjoy very much. He's very inspirational and touches the lives of so many people with the wisdom of his words.

McManus has been able to make this impact here in the United States because when he was very little, an acquaintance of his mother, who saw the potential in her, gave her the \$250 she needed to fly them from war-torn El Salvador to the United States to make a better life for her and her son. He believes that this gift has allowed him to create an environment where he can make an impact on the lives of other people in so many ways.

We sometimes get so caught up in our own lives and our own problems that we become blind to the hardships of others. But if you stop for a minute and think about all that you're grateful for, you'll recognize the many blessings you have in your life and the severity of your problems will simply melt away.

So you may be thinking, "But I'm just one person - what can I do?" The thing is...it really doesn't have to be something big. A tender smile, a small gesture, or a kind word can be as comforting as salve on a wound.

The other day my daughter, Alyssa, was interviewing a homeless man for a story for WWAY TV news in Wilmington, NC. The man was genuinely nice to her, even though he was very hungry. After the interview, she decided to buy him a sandwich so he would feel full - if only for a little while. Ron and I were so very proud of her. Nothing may come from that small gesture but at that moment, I'm sure he felt that someone truly cared about him.

I also have another friend who helps set up apartments for refugees that come to our city to make a better life for their families. She painstakingly finds furniture and supplies for their new home and adds her own special touches to make them feel welcome. The impact of what she does can't be measured. Some day any one of them may pay this gift forward and help others just like them who are in dire need of help. You never really know.

When you throw a small pebble in a pond, the ripple effect grows the farther the wave travels. Think about the ripple effect you can have on your world and how you can make it a better place to live!

*Lorie Rosenberg has been involved with marketing, communications, and informational learning for over 30 years. She works with individuals on the "spiritual" side of business and life, helping them overcome their own limiting beliefs and gain the discipline and motivation to achieve personal growth and business success. For more information: [info@qualitytalk.com](mailto:info@qualitytalk.com).*

## MARK YOUR CALENDARS NOW FOR UPCOMING SECTION 614 MEETINGS

March 4 – "Fun with Statistics" (Alvin Langstaff)

April 1 - "Implementing the Lean Management System in a Healthcare Organization" (Chris Protzman)

## SECTION 614 MEMBERSHIP

As of January 15, 2014, we have 114 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 Haberstok
<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</b>	Clark Beus
<b>Membership Chair</b>	Robert Boykin
<b>Nominating Chair</b>	Jo Haberstok
<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.