

Tuesday
March 10, 2015

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
\$24 non members
\$5 presentation only

Reservations are due March 5.
E-mail Panda_2@charter.net with your name, phone number, company affiliation, and type of reservation, or call Alvin at (509) 371-2221.

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/

“The Secret to Great BBQ”

Tim Staton Grill Meister



“Human beings are at once the best part and the worst part in our efforts to achieve a desired outcome. The opportunity lies in our ability to influence the ratio.” (Tim Staton)

Quality has often been depicted as being divided between the “harder” and “softer” sides of achieving a desired outcome. Most quality professionals have a quality “comfort zone” which usually falls squarely in the middle of either the “soft” side or the “hard” side of the quality equation. You may find that you are comfortable with statistics, charts, processes, and quality audits but adding people to the mix just messes up the picture for you. Your co-worker, on the other hand (the one you have secretly nicknamed “the cheerleader”), is all about teamwork, culture, communication and the “intangible” needs of the employees and the customers. As you might expect, a mature quality organization will contain a healthy blend of both the hard and the soft sides of quality. That is also the secret to a great BBQ.

It has been said that Behavior Based Quality (BBQ) is modeled after Behavior Based Safety (BBS) because it has proven to be a vital part of successful safety programs in many industries. BBS programs carefully track safety behaviors that result in varying degrees of unwanted outcomes. Effort and attention are applied to the mix as soon as the numbers start to show a trend in the wrong direction. Since behaviors are what a person says or does and what a person doesn't say or do it is important that we take a look at what we want the worker to say or do from a quality perspective. If we continue the comparison between BBS and BBQ we might ask ourselves what behaviors will be considered “at risk” behaviors, what behaviors result in quality “first aid” events, quality “near misses”, and what might even be considered a quality “fatality”.

Tim will lead an interactive discussion that will provide a practical recipe for a great BBQ Including:

- Assembling the essential elements
- Inviting the customer to the party
- Mixing the hard with the soft ingredients
- Testing the mixture, adjust to taste
- Aiming at perfection

If quality is your passion, you will want to take part in this BBQ.

About the speaker: Tim Staton has spent a career running into places everyone else is running out of; first as a Firefighter-Paramedic and EMS Director in both rural and urban populations, then as the Safety Officer for a nationwide Haz-Mat team which responded to many of the nation's worst natural and man-made disasters. Adult education was a large part of these careers. Tim has taught thousands of Health and Safety courses along with Leadership and Personal Development courses. He is 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 a famous educator Herbert Spencer “The great aim of education is not knowledge, but action.” Tim feels that if you don't perform better when you leave, he hasn't done his job..