



Pacific Northwest Laboratories
 P.O. Box 999
 Richland, Washington U.S.A. 99352
 Telephone (509)
 Telex 15-2874 375-2970

January 27, 1987

Mr. Dale Hedges
 CER Corporation
 P. O. Box 15090
 Las Vegas, Nevada 89114

Dear Mr. Hedges:

Subject: Abstract for Presentation at ASQC Topical
 Conference - Las Vegas, February 9, 1987

Attached is a copy of the abstract of my presentation "Managing for Quality"
 to be given at above subject conference.

Very truly yours,

Stanley Goldsmith
 Director
 Quality Achievement

SG:par
 Attachment

cc: LK Riddle, NRC
 C Williams, BPMD

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AMERICAN SOCIETY FOR QUALITY CONTROL
SECOND TOPICAL CONFERENCE ON
NUCLEAR WASTE MANAGEMENT QUALITY ASSURANCE
NEW GUIDANCE AND APPROACHES FOR QUALITY MANAGEMENT

"MANAGING FOR QUALITY"

by

Stanley Goldsmith
Director
Quality Achievement
Pacific Northwest Laboratory
Richland, Washington

ABSTRACT

At Battelle-Northwest, we are initiating a program to reaffirm our commitment to quality performance. The program, called "Managing for Quality", is an ongoing, continuing effort to make quality an integral part of the way we do business. Managing for Quality is a systematic approach to achieving a level of quality consistent with the needs of the client and our professional and organizational standards and practices. It requires leadership and individual commitment as well as a cultural environment that is conducive to quality performance. The program encourages innovative approaches for achieving quality performance.

The Managing for Quality program complements the formal structure of Battelle-Northwest's Quality Assurance program rather than duplicate or replace the well established QA system. "Managing for Quality" is based on the premise that each of us has an inherent desire to do a good job.