

## **CHAIR'S CORNER**

**by Robert Boykin**

The moment I entered the lecture hall something seemed amiss. Uncertainty appeared afoot. My internal "caution" meter stood on guard. Standing room only was before me. Never had I attended a lecture where every seat was occupied. However, finding a seat was the least of my anxiety.

I moved to the rear of the lecture hall and stood against the back wall in anticipation of the guest speaker's arrival.

I made it a point to attend the weekly presentations; however, as I approached the lecture hall, I did not examine the reader board to see who was scheduled to speak. I wish now that I had because all eyes were glued to the stage. It seemed that something completely different was about to happen.

Following the introduction of the speaker, out came a person I'd never seen before. He strode to the stage as if he owned all of Fort Knox. It was so quiet that you could hear a pin drop. He approached the microphone and removed it from the stand, and for the next 20 seconds, stood rooted in place and uttered not a word. No unrest emanated from the audience. There was dead silence.

Suddenly, the speaker left the stage and parked himself beneath it and at the audience's level. Dead silence remained in effect. I was in awe of the technique.

For the next sixty minutes, the speaker presented a clear and relevant message about the trials and tribulations of life that awaited the young minds in attendance. He also spoke at length about the many opportunities in wait for those who would take the necessary time and energy to find them. He made the impossible sound probable. Still, not a murmur could be heard from the audience.

Do you recall the article from the April 2015 Newsletter where the reader was asked, "If you could sit on this bench and chat for 1 hour with anyone from the past or present, who would it be..?" Well, the speaker in the lecture hall on that day is the individual I would want to sit and chat with. I will not divulge his identity, but he is quite well known, and unfortunately, long gone.

So, again, if you had an opportunity to make a significant improvement in the lives of others, who would you want to discuss it with? Find them. Because, who knows, the resulting ideas might lead to improvements in the quality of living. Time spent helping others is time well spent.

As quality professionals, that is what life's' all about, isn't it?

Be well and be safe.

- Robert

## **VICE CHAIR'S CORNER**

**by Jo Haberstk**

How is your summer going so far?

If you go by the calendar and the official "first day of summer," I guess summer just started.

But to me it *feels* like summer starts in early June. Maybe that's because it usually starts to get pretty warm around that time. Summer is supposed to be warm, right? (Notice that I said "warm," not hot, and I hope the sun gods are reading this article!)

I don't much enjoy really hot weather. I would be happiest if the weather fluctuated between 40 and 85 or so throughout the year. But I can't control the weather, so I have to work with what I can control – my attitude about the weather, my choice of when to run the air conditioner, of what to wear on those especially hot days, keeping hydrated, and more.

I think of this as very much quality-related, because in many of our daily interactions and situations we encounter, it may be that the only thing we *can* control is ourselves and our actions and/or reactions. Also, oftentimes, we may also help influence the actions and decisions of others. As quality professionals, that is something we should always be thinking about. In situations that are less than ideal, but where we do not have the designated power to take a specific action, it may be that the person(s) who do have that power are willing (in some cases even happy) to get input and ideas from others on the team. So, if you have an idea, speak up!

Now on to some section information...

We are now beginning to plan programs and site visits for our upcoming section "year" – which starts in September and usually runs through May or June. If you have an idea for a speaker, topic, or site visit/tour, please let me know. All ideas will be considered by the leadership team.

We are also hoping to complete the election of officers and appointment of team leads in the near future. Be sure to read the article about elections in this newsletter and let me know how you would like to help out in the coming year.

Now, back to talking about summer and all the fun things there are to do at this time of year...

I haven't ventured very far from home yet this summer, but I recently spent a couple days in the Bellevue area, and I highly recommend visiting the Bellevue Botanical Garden there. I was there on a fairly warm day, especially for that area, but it was fairly comfortable because of all the greenery and forest-like areas. There are flowers, ponds with little falls, and don't forget to check out the suspension bridge!

Happy summer trails to you.



- Jo



## MY 2015 WCQI EXPERIENCE

by Randy Cline

It was an honor to attend the 2015 WCQI conference! It was the BEST conference that I've ever been at. And I've been to quite a few of them over my 30+ years as a professional.

The entire experience was 1<sup>st</sup> class, from the check-in process, with bar-code scanners to expedite the process, to the phone apps to track your events, to the amazing Gaylord Opryland Hotel. It was an amazing experience.

Right out of the shoot, we are blasted with an amazing keynote speaker named Shawn Achor who spent over 10 years living, teaching and doing research at Harvard University on a topic of "Happiness and Its Effects on Performance". He did a test: they hired a person with a Low technical score, but rated High on the happiness score and a person with a High technical score and a Low happiness score. The results? The person with the Low Technical score / High Happiness score outscored the High Technical /Low Happiness person by 89%!

Happiness is directly related to productivity and should be a key indicator that managers need to be aware of.

Shawn also mentioned the "10-5 Way," a process that the Ritz-Carlton has trained all their employees to use. It states that if you see a customer or a co-worker and they are within 10 feet, make eye contact with them. If they are within 5 feet, say "Hello" to them. This makes people feel valued and in turn makes them happy, which then makes them more productive! You will be amazed at your satisfaction scores if you simply do that!

One other point that was an extreme eye opener was this statement: "If you have trained yourself to find flaws (which most of us quality geeks do...look for defects), you will find them! But, then you fall into the trap of overlooking the positive things also! Focus on the positive things that are going on...you'll still find the errors, but you'll look at things differently and it will be a more positive and productive environment."

He was amazing! And spot on! Happy people perform better, faster and more efficiently than those who are not. Shawn wrote "The Happiness Advantage." This study was so successful that they now have a course at Harvard University titled the Happiness course.

Each breakout session of the conference was action packed and filled with improvement leaders from all over the world. In a session titled "Burn the Popcorn" by Carol Knight Wallace, the lessons learned was on re-thinking the way we traditionally do brainstorming sessions. While we encourage people to just start throwing ideas out and writing them down, she suggested communicating the problem which we are trying to solve and get that to the people. Once they have chewed on it for some time, have each of them bring their own solution to the problem...then the brainstorm session turns into a conversation about which idea best fits the situation. She encouraged us to have at least seven different solutions before we started any kind of consensus decision efforts.

One of the tactics that Carol used was a technique called "Anti-Solution Tools." This was a technique or discussion on "How can we make this worse?" And then come up with ways to make things better! By thinking about how to make it worse, you often figure out how you got there to begin with, and then you can build processes to keep you out of the same mess in the future!

Another fantastic keynote speaker was Margaret Heffernan, Entrepreneur, Chief Executive and Author.

She talked about how your mind works or doesn't work in certain situations. She explained very clearly using the Threshold Theory that your mind can only take so much, and then it needs a rest. She talked about the oil refinery fire in Texas that killed 18 people and injured 150 others. They failed to mention that the person who was at the instrumentation panels was working on his 30<sup>th</sup> day in a row. She jumped very quickly to other stories such as a World War II physician who discovered that 50% of children who died at birth underwent X-rays during the pregnancy. Even with those statistics it took her 25 years to convince her colleagues that her research was accurate. This finally came about when George Neil, a numbers geek, set out to prove her data wrong, then came back to let her know that she was right!

Margaret mentioned that we all tend to surround ourselves with people just like us. In some of her closing remarks, she challenged us with this: "Investing in time with people NOT like you is a GREAT use of time, because you may come to the understanding that you are not the only RIGHT answer out there."

Thank you for the opportunity to represent Section 0614 at the WCQI. It was truly an amazing learning experience, and I highly recommend putting this on your calendars for next year!

Randy Cline  
O.E. Consultant / MBBLSS  
Yakima Valley Memorial Hospital

## GET YOUR JUNE ASQ MEMBER GIFT

This month's free gift for members includes access to back-issues of *Quality Progress* and also to hundreds of free articles from all the other ASQ journals as well. You can check out the various publications and get current on lots of innovative ideas and practices. The journals/magazines include:

- *Journal for Quality and Participation*
- *Journal of Quality Technology*
- *Software Quality Professional*
- *Quality Management Journal*
- *Six Sigma Forum Magazine*
- *Quality Engineering*
- *Technometrics*

To access your free member gift, [click here](#).

## HOW MANY NEW MEMBERS HAVE YOU RECRUITED?

**Deadline: August 27**

Just a reminder about our ASQ Columbia Basin Section's New Member Recruitment Challenge. This is your chance to win a GREAT prize!

**Two tickets to the Uncork the Cure (on Red Mountain) on Saturday, October 10, 2015. This is a wine tasting event with 9 wineries participating, plus a silent auction, vendors and food trucks. Valued at \$100.**

This challenge is open to all ASQ Section 0614 members in good standing.

All you need to do is be the member who recruits the most NEW ASQ (national) members (with a 0614 section membership as well) between the dates of May 27 and August 27, 2015.

Additional rules and details regarding the challenge are included at the end of this newsletter.

Only a couple months left, so start talking to your co-workers and other professional associates about joining up!

## TOP TEN ENERGY BOOSTERS SEMINAR JUNE 30 - KENNEWICK

Join Growing forward Services' owner and Life Coach Paul Casey and Health coach Angela Dryden on June 30. They will share their top 10 growth habits and top ten health habits to energize the second half of 2015 for participants.

The 6:30 - 8:30 pm seminar will be held at Windermere at 329 North Kellogg Street in Kennewick. Tough Wellness will be at the event to give five-minute massages while participants listen, and those present will also receive healthy snacks to munch on.

The personal development investment is \$23. Register now at [www.paulcasey.org](http://www.paulcasey.org) and click on the Events tab.

## INTERNATIONAL TEAM EXCELLENCE AWARD PROCESS - Intent to Submit Due July 1

Does your company utilize teams to address key issues and solve problems? Are team members trained in quality tools and techniques? Are they conversant in DMAIC, Six Sigma, Lean and more? Do managers actively involve and engage team members to drive improvements?

Get recognized for these efforts! The International Team Excellence Award Process (ITEA) is a great way to showcase your teams' projects and share ideas with others. It's also a great opportunity to learn from others. More than 1000 teams from nearly 25 countries have been part of ITEA since its start in 1985. For more information, or just to read about past winners and case studies, (which are very interesting!), [click here](#).

## 2016 SECTION ELECTIONS – WILL YOU STEP UP FOR SUCCESS?

**by Jo Haberstock**

As mentioned in last month's newsletter, we are about to begin the election process for 2016.

Many of you have been active in our section for several years and some of you are fairly new. No matter! If you are interested in our section's future success, there is a position/role that you can fill! The required section positions are Chair, Treasurer and Secretary. Other lead positions that need to be filled if we are to continue to grow our membership, offer certifications, provide good dinner programs, speakers, site visits/tours, training, and more are: Membership, Certification, Programs, Publicity, Audit, Nominations, Education, Programs, Web, Newsletter, and Community Outreach.

Information about the election process, the positions and responsibilities can be found on the [ASQ website](#). Or just email or call one of the current leadership team members. Many of those currently on the team are willing to help in a supporting role but some are on their last allowable term and others are not able to serve in the coming year.

If you wish to be considered for one of these positions for 2016, please contact [me](#) by June 30.

## READY TO GET CERTIFIED?

**Registration deadline: August 14**

Did you know that nearly 180,000 ASQ certifications have been issued to professionals worldwide? Since 1991, certification has been rated as one of the three most valued benefits of ASQ membership. It is a great way to invest in yourself, your career and your future.

The following certification exams will be held October 10:

- Biomedical Auditor
- HACCP Auditor
- Manager of Quality/Organizational Excellence
- Master Black Belt
- Quality Inspector
- Quality Technician
- Reliability Engineer
- Six Sigma Black Belt
- Six Sigma Yellow Belt

If you are interested in more information, check the [ASQ website](#) or contact our Section's Certification Chair, [Patrick Faulk](#).

Has your email address changed? Help us keep you informed of Section 0614 events and information by updating your contact information and email preferences at <http://www.asq.org/>. Log in and click "My Account" to update your membership record. You can add or make email, address and phone changes in the "Contact" tab, and then be sure to click on the "email preferences" tab to be sure you are subscribed to receive future Section communications.

## WHAT TIME IS IT? TIME TO VOLUNTEER!

by Jo Haberstok

What better time than summer to do something for others? Volunteering is good for the folks we help and it's also just good for the soul. Don't you always feel a little better after you've done something for someone else?

One of the goals/activities on our Section's 2015 business plan is to "support a local non-profit organization with an active contribution (volunteer work, donation, teaching quality tools, etc.)." In May, following our great tour and tasting at Yakima Valley Vintners and their Teaching Winery in Grandview, we prepared and donated a gift basket for their Grapes to Glass fundraiser. They were very appreciative. (And I had a great time putting the basket together and delivering it to them!) We hope to continue this trend, by getting involved with other organizations in various ways as the year progresses.

I'm sure that many of you already volunteer with some of your favorite organizations, and that is great! I hope you will all consider taking on at least one more volunteer activity this year as part of our ASQ section.

Here are a couple of events coming up that are in need of volunteers. Please contact the designated event coordinator if you'd like to help out, and please let them know that you are with ASQ. If anyone would like to organize a larger group volunteer effort for another organization in the future, please inform one of our section leadership team members, and we will put you in contact with other members and/or get the word out.

### Upcoming Cystic Fibrosis Foundation fundraising events

#### Cycle for Life: Saturday, August 22, 2015

- Form a team (4 riders) and register to ride
- Route Marking - the 65-mile route will be marked on Friday, August 21. There is a need for a team of 10-12 people to mark it in a way that is consistent from start to end. Supplies, guidelines and past experience will be provided.
- Support and gear (aka: SAG) - folks in vehicles on the route. They carry the supplies that the cyclists cannot, such as extra tires. They carry riders and bikes back when the repair or injury is too big to continue. They also help direct lost riders.

#### Uncork the Cure on Red Mountain: Saturday, October 10, 2015

- Purchase tickets, bring friends and wine taste! Like the cycling event, participation makes an impact.
- Contribute to the silent auction. Consider making a donation from your business or if you have a talent to share, donate something that is unique to you.
- Organize the silent auction. Volunteers are needed to manage, set-up and tend to the auction during Uncork.

If you would like to volunteer to help with any of these activities, please contact Amie Lerch, Development Director for the Tri-Cities Cystic Fibrosis Foundation at [alerch@cff.org](mailto:alerch@cff.org) or [509.430.0455](tel:509.430.0455).

## BURNING BRIGHT – WITHOUT BURNING OUT WEBINAR – JULY 10

Burnout wipes you out, and it makes you numb and unavailable to the people and priorities you love most.

What if you were able to learn the things that tend to cause your burnout and get 11 practical habits to insert into your life to burn more brightly under stress instead of burning out?

Join local life coach and author Paul Casey for a webinar on July 10 at 12 pm (PST), and you will receive the culmination of all of his best tips on staying sharp in your business and personal leadership. The cost is only \$9.97, and you won't even have to leave your office or home to benefit.

For more information or to register, [click here](#).

## CALL FOR WCQI 2016 PROPOSALS Deadline is August 7

Have you or your organization used quality tools in an innovative way? Have you solved a problem or increased production or efficiency?

Present your story at the World Conference on Quality and Improvement (WCQI) in Milwaukee Wisconsin, in May of 2016!

Submissions are now being accepted. Focus areas of the 2016 WCQI are:

- Building and Sustaining a Culture of Quality
- Quality Fundamentals
- The Quality Profession (Today & Tomorrow)
- Leadership Risk and Change
- Customer Experience

[Click here](#) for more information and to submit your proposal.

## QUOTE OF THE MONTH

"Time is like a river. You cannot touch the water twice, because the flow that has passed will never pass again. Enjoy every moment of life."

~ Author Unknown

## THE 8D PROBLEM-SOLVING PROCESS

Free webcast – 31 minutes

If you haven't seen this one yet, you might want to check it out. Quality expert Dr. Jack ReVelle provides an introductory understanding of the 8D problem-solving process and discusses how it compares to PDCA and DMAIC processes.

Click [here](#) to view.

## 7 TIPS FOR BUILDING UNSTOPPABLE CONFIDENCE IN EVERYTHING YOU DO

by Lolly Daskal

Building true confidence is a gradual process. No one is going to turn into a positive, self-confident person overnight.

But if you're in need of some extra confidence, here are seven secrets for building unstoppable confidence that are no longer undercover.

### 1. Stop Comparing Yourself to Others

The worst thing you can do is compare yourself to others. Remember that you're seeing the surface of their lives, not the underlying reality. Focus instead on what's important - your own strengths and goals.

### 2. Remember That the Loudest Is Not the Most Confident

We tend to look to the blow-your-own-horn types as the confident ones - but some of the most successful people are gentle giants, humble and self-effacing people who we admire more and more as we come to appreciate their depth.

### 3. Keep Your Limiting Beliefs at Bay

Even the most successful people have limiting beliefs about themselves, but the biggest difference is that they choose to focus on their strengths and possibilities instead of their limits.

### 4. Live in a Positive Reality

Don't say anything about yourself that you don't want to become a reality. Positive thoughts and words alone won't make you a more confident person, but confident people do think a lot of positive things about themselves. Remind yourself of what you're capable of and what you've already accomplished.

### 5. Don't Mask It

Self-confidence isn't the impression you give others but how you feel about yourself. It's all about who you are, where you are, and where you want to be in your own life and leadership.

### 6. Change What You Can

Confident people know they cannot change the past, but they can change the future. They make daily choices that lead them toward the future they want to live out.

### 7. Be Fully Committed

Be fully committed to doing whatever you can to build your success every single day, and to accepting full responsibility for your life. If it's uncomfortable, you're probably on the right track. Don't procrastinate; do what it takes without agonizing or drama.

These seven secrets can uncover your confidence from within - the kind of confidence that gives you sole responsibility for everything in your life.

*Lolly Daskal is the founder of Lead from Within, a global consultancy that has counseled heads of state, consulted to CEOs of large multinationals, and coached budding entrepreneurs. Over 900,000 people follow Lolly's wisdom on Twitter and subscribe to her blog; her inspirational speeches are greeted by standing ovations worldwide.*

## SECTION 614 MEMBERSHIP

As of June 1, 2015, we have 129 members in our Section.

2015 SECTION 614 LEADERSHIP TEAM January 1 - December 31, 2015	
Section Chair	Robert Boykin
Vice Chair	Jo Haberstok
Treasurer	Kent Ozkardesh
Secretary	Glenn Gruner
Certification/Recertification	Patrick Faulk
Audit	Alvin Langstaff
Membership Chair	Charles Tyler
Nominating Chair	Jo Haberstok
Webmaster	Steve Prevette
Newsletter Editor	Robert Boykin
Voice of the Customer Chair	Vacant
Programs Chair	Vacant
Publicity Chair	Vacant
Community Outreach Chair	Vacant

## PUBLICATION INFORMATION

This newsletter is published on a regular basis to inform members and potential members about Section 0614 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.



(You can also see these guys at the [Bellevue Botanical Garden](#))

## Section 0614 NEW MEMBER RECRUITMENT CHALLENGE May 27 – August 27, 2015

ASQ Columbia Basin Section 0614 is holding a New Member Recruitment Challenge. This is your chance to win a GREAT prize!

**Two tickets to the Uncork the Cure (on Red Mountain) on Saturday, October 10, 2015. This is a wine tasting event with 9 wineries participating, plus a silent auction, vendors and food trucks. Valued at \$100.**

This challenge is open to all ASQ Section 0614 members in good standing.

All you need to do is be the member who recruits the most NEW ASQ (national) members (with a 0614 section membership as well) between the dates of May 27 and August 27, 2015.

### How to participate?

1. Talk to your work and professional colleagues, our friends and family members.
2. Tell them about ASQ at the national level (global focus, conferences, certifications, training, etc.)
3. Tell them about our local Columbia Basin ASQ 0614 Section (meetings, speakers, site visits, training, networking, etc.)
4. Invite them to become ASQ members (must become an ASQ member, with a 0614 section membership as well and must join on or before August 27, 2015).
5. When they become members, have them send you a copy of their “welcome” letter from ASQ national and their membership number.
6. Submit the information – for ALL the new members you recruit – to our section’s Member Recruitment Challenge coordinator, Robert Boykin ([rboykin68@gmail.com](mailto:rboykin68@gmail.com)) by August 31, 2015.

**Notes:** To be eligible for the prize, the individuals you recruit must join ASQ on or before August 27, 2015. Individuals who have been members in the past (but whose memberships have lapsed) may be recruited as well. Only those who join between the dates of May 27 and August 27, 2015, will be counted. The prize recipient will be notified after all memberships have been verified. In the case of a tie, ASQ Section 0614 reserves the right to provide a second prize of similar/equal value.

Additional information about ASQ, membership benefits and pricing can be found on the ASQ website at [www.asq.org](http://www.asq.org). Additional information about our Columbia Basin ASQ Section 0614 and a membership recruitment brochure is available on our website at [www.asq614.org](http://www.asq614.org).