

## CHAIR'S CORNER

by Robert Boykin

Conveying thanks, and meaning it, can be one of the most rewarding approaches toward obtaining and sustaining valued relationships, both on and off the job. The two words can bring a smile to a grumpy face and can transform a bad day into a tolerable one.

Currently, I can quote not one statistic that supports the above statement, but I trust that most people believe it is true. Giving thanks works. And it is an easy expression to utter.

I have witnessed many occasions where an opportunity to say "thank you" was missed. Opening a door for a person has gone without an acknowledgement. Letting a vehicle enter the flow of traffic at rush hour goes without a recognition from the driver. People not using crosswalks and failing to assert an acknowledgement to the driver for slowing. Paying for a service at a business receives no 'thank you' from the service provider. I think we probably all would agree that the above encounters should always be concluded with a 'thank you.'

So, during this Thanksgiving month, let's do our part to keep the words "thank you" front and center, and let's mean it. I hereby challenge you to offer up as many "thank you's" as possible - when the situation calls for it, of course. Consider keeping track of the number of times you say "thank you" to others. And on the day after Thanksgiving, review the number of times you've used the expression.

Ten or greater gets you a big



Between nine and five gets you a



Four or less gets you a



I feel very confident that all of you will say ten or more "thank you's" to deserving recipients, and most likely before Thanksgiving arrives.

The words "thank you" can be a powerful pair of words, especially if the person you are thanking really needs to hear them or might not be expecting them. So, in the words of Robert Marston, physician, research scientist, and university administrator, "make it a habit to tell people thank you. To express your appreciation, sincerely and without expectation in return. Truly appreciate those around you, and you'll soon find many others around you. Truly appreciate life, and you'll find that you have more of it."

Be well and be safe.

- Robert

## VICE CHAIR'S CORNER

by Jo Haberstock

Can you believe it's almost Thanksgiving already? How quickly it seems this year has gone by.

We had a great dinner meeting on November 3. For those who were there, I'm sure you will agree that our speaker, Diana Williams, provided a lot of great information about sales – about how we are all in the business of sales in one way or another. We had some interactive (and fun) discussions with other attendees. One exercise paired each of us with another individual and we then had to "dig down" and ask open-ended questions to determine at least one thing we had in common. That's part of being successful in sales – finding common ground, which then provides a foundation on which to build further conversation.

I have used this technique a few times since the meeting. I made a point of trying to engage someone I didn't know – or didn't know very well – in more than a "yes" or "no" type conversation. Guess what? It worked! And each time I used this technique, I found that I felt more positive afterward. I think feeling of having a connection provided the positive vibe.

In our daily lives, we encounter many people we don't really know. Some are complete strangers, like the person in the seat next to you on an airplane. Others we may see fairly regularly, but we may only know their names, like the cashier at the grocery store or the barista at the espresso shop. In some cases we only know their names because they are wearing name tags, and they probably don't know our names at all (or maybe they do, if it's on our "rewards" card). Regardless of the nature of the relationship, doesn't it make you feel better about your day in general when someone greets you with a smile and asks how your day is going so far?

In this month of giving thanks, consider making an extra effort to make someone else feel special. Say "thank you" to the work colleague who starts a new pot of coffee in the lunchroom...Tell your children you appreciate how much they help around the house...Thank your spouse for remembering how much you like that yogurt with the fruit on the bottom and for stocking up on it the last time she or he stopped at the store...Send a "thinking of you" card to a friend or family member for no other reason than, well, you're thinking of them!

And, in the spirit of gratitude, I want to thank all our ASQ section members for their involvement in our section their continued support of our goals and objectives. We will be starting a new section year soon, with some new leadership team members, and I wish them all a warm welcome to the team. To those who are continuing in the same or a new role on the team, thank you for your willingness and desire to serve.

- Jo

**NOTE SPECIAL LOCATION**

**Tuesday**  
**December 1, 2015**

**LOCATION:**

**Barley's Brew Hub**  
3320 W. Kennewick Avenue  
Kennewick WA

(509) 221-1534  
<http://www.barleysbrewhub.com/>

5:30 p.m. - Check in/Networking  
5:45 p.m. – Appetizers (courtesy of ASQ)  
6:00 or later – dinner on your own (if desired)

There is no cost to network and partake in appetizers.

Due to individual palates, ASQ Section 0614 will provide some appetizers for everyone to share. Members/guests may order the beverages of their choice and can also order entrees from the menu.

Check out their [menu online](#) (subject to change)

Note: Beer, wine and other beverages will be available for purchase by the glass.

For planning purposes, **reservations must be received by November 24**. Send an email to [panda\\_2@charter.net](mailto:panda_2@charter.net) or call Alvin at (509) 371-2221. Limited to 35 attendees – make your reservation soon!

For more information about our ASQ section and other upcoming events: [www.asq614.org/](http://www.asq614.org/)

*Time flies when you're having fun!*

## HOLIDAY GET-TOGETHER

### Barley's Brew Hub



### 3320 West Kennewick Avenue Kennewick, Washington

Join us on Tuesday, December 1, to celebrate the holiday season.

This is a great opportunity to take a little break from our regular meeting format, check out a different venue, and get together just for fun.

As a “thank you” to our many loyal ASQ members, the section will cover the cost of several appetizer plates. You are welcome to also partake in the beverages of your choice (they offer over 40 Northwest Craft Beers and Ciders on draft as well as wine and other beverages) and/or have dinner (no host).

You are encouraged to invite your spouse or a guest; just be sure to make your reservations by November 24, so we can be sure to have enough room for everyone who wishes to attend. Due to space limitations and the Thanksgiving holiday, we are asking for reservations earlier than usual.

*A little about Barley's Brew Hub:*

*Barley's is a family owned and operated full service restaurant and taproom; their purpose is to bring people together to “Celebrate Beer!”*

*Barley's has 40 tap handles. Several are dedicated to local beers & ciders and the rest are continually rotating, searching out the latest in flavors and styles available.*

*Choose a flight of taster glasses or a pint to enjoy in a comfortable indoor setting. They also have growlers for those who prefer their beer “to go!” Not a beer lover? They also offer local wines and regional ciders.*

*Barley's menu features fresh fare made from scratch with their own recipes. They specialize in BBQ, offering classic BBQ sandwiches all day. Barley's also makes some delicious hand pressed and char-broiled burgers. And don't forget to save some room for dessert!*

## FREE 6 MONTH ASQ MEMBERSHIP

Introduce someone to ASQ! What a deal!

Don't forget to submit a friend, work colleague, or family member for the free 6 month ASQ membership before the end of November. This is a great opportunity to get new people involved in ASQ and in our section. The person you submit will receive a full membership, which includes one division and one section membership (so be sure to encourage the person to select section 0614!).

The individual who is offered the free membership must respond back to ASQ by November 30, so fill out the submittal form soon. Here is a [link to the form](#) – it's easy to complete!

## PRESENTATION SKILLS – MCLDA LIVE ONLINE WEBINAR

**November 19 in Richland**

Mid-Columbia Leadership Development Association (MCLDA) will offer a Live Online Webinar titled "Presentation Skills" on November 19. Facilitated by former National Management Association (NMA) Chairman of the Board and Certified Lean Six Sigma Black Belt, Melinda Hester, Certified Manager, the webinar will be held from 12:00-1:00 pm at a yet-to-be determined location.

Contact Tony Miskho at [Anthony\\_G\\_Miskho@rl.gov](mailto:Anthony_G_Miskho@rl.gov) if you are interested in attending in order to determine where the webinar link will be established.

## GET YOUR FREE MEMBER GIFTS

The free member gifts from ASQ in November focus on supplier quality. You probably noticed a lot of coverage of this topic in a recent issue of *Quality Progress*. This month's gifts include:

- **The Positive Impact of Supplier Quality Management: Best Practices and Practical Insights for 2016** (webcast, 57 minutes)
- **The ASQ Supply Chain Management Primer** (eBook, 128 pages)
- **Introduction to SIPOC** (webcast, 25 minutes)
- **World Quality Month resources**
- **Information on the Customer-Supplier Division**

To access your gifts, [click here](#).

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.

## FALL... INTO FUN AGAIN

by Jo Haberstk

I read a post on LinkedIn last week that got me thinking. The post was by Paul D. Casey (who will be our January 12 speaker!), and it was titled "5 Ways to Dance More on the Inside." Paul said that while driving in his neighborhood recently he saw a young child, maybe 6 or 7 years old, walking on the sidewalk – but he wasn't just walking, he was jumping and pumping his fist and singing/shouting to no one in particular. And he wasn't listening to music – he just "had his own party going on!"

Can you recall times like this when you were young? Just connecting to your own internal music and thoughts and happily enjoying whatever you were doing at the moment? Raise your hand if you wanted to run outside the minute it started snowing so you could catch snowflakes...and you couldn't understand why you had to get all bundled up and put on galoshes and gloves before leaving the house. Did you ever get so excited at just the idea of a trip to the store that you could barely contain yourself?

I think many of us sometimes forget what it's like to be a kid - the fun stuff we did (jumping in puddles, creating a fort with sheets hung over the old clothesline, etc.) and the joy of little things. I actually went out and played in the leaves the other day - all by myself! I kept thinking as I was walking in the neighborhood the past couple of weeks about how excited I got as a child when autumn arrived and the leaves began to fall. I remember my parents not being nearly as fond of the season, because for them it meant yardwork and raking and bagging leaves. But I loved to "help" in the fall - and of course by help I mean get in the way by jumping into the big piles of leaves my dad had just raked up. Playing in the leaves now, as a grown-up (at least I guess that's what I am now) was different, but it was really enjoyable. I was filled with memories, warm thoughts of family members including many no longer around, and I found myself smiling with a wonderful sense of happiness and contentment.

I highly recommend getting in touch with your inner child every so often. There is something about the feeling you get – and when you feel happy and, yes, perhaps even a bit carefree, it just seems to make everything else around you take on a more positive vibe as well. Winter is coming ... snow angels, anyone?



## SMALL BUSINESS MARKETING: A RECIPE FOR SUCCESS

November 20 – Pasco

Looking for a solid branding and marketing strategy for your business? The experts from Focal Point Marketing & Multimedia will share their recipe for success at this seminar. Learn more about:

- Brand development
- Marketing on a budget
- Blending advertising and web development

This seminar, courtesy of Gesa Credit Union and part of the Pasco Chamber of Commerce's Small Business Success Series, will be held on November 20 from 12:00 to 1:30 pm at the Holiday Inn Express in Pasco. There is no charge to attend, and lunch will be provided. RSVP by November 17 to 509-547-9755.

## MCDLA HOLIDAY EVENT

December 9 – Kennewick

The annual Holiday meeting of the Mid-Columbia Leadership Development Association (MCLDA) will be December 9 from 5:30 pm to 9:00 pm at the Red Lion Kennewick, 1101 Columbia Center Boulevard, in Kennewick. As in years past, they have invited our ASQ Section 0614 members (and guests) to join in the fun.

Cost is \$20 per person. The evening will include dinner, live music and both Silent and Live Auctions. To make a reservation (due by December 4), [click here](#) or send an email to [Jamie\\_Perez-Carter@rl.gov](mailto:Jamie_Perez-Carter@rl.gov).

## 2016 SIM REGIONAL LEADERSHIP FORUM

Are you interested in learning more about leadership skills? The Society for Information Management (SIM) offers a 9-month program that pairs top-notch facilitators with cohorts of 18-24 upcoming leaders to hone their leadership skills. Over 4000 individuals have graduated from the program to date. Sessions are held at locations across the country, including Seattle and Portland. For more information, call Todd C. Williams at 360-834-7361 or check their [website](#).

## QUOTE OF THE MONTH

"He who assists someone up the hill cannot help but get to the top himself."

~ Chinese Proverb

## PAUL CASEY TO SPEAK AT JANUARY 12 SECTION 0614 MEETING

Mark your calendars now for our January 12 dinner meeting. **Paul D. Casey**, local author, trainer and coach, will be our featured speaker. Learn how **You Can Be a Change Agent**.

Added attraction: Copies of Paul's popular book, *The Static Cling Principle: What You Attach to Your Life Alters Your Future*, will be available for purchase (and signing by the author!) at the conclusion of the meeting.

Check our [website](#) for more details.

## MOVEMBER – WHAT'S IT ALL ABOUT?

Since 2003, you may have noticed that by the end of the first week or two of November you're seeing a lot more men sporting mustaches. So what is this all about? For some, it may just be a style choice (or their way of easing into a full beard for the cold weather ahead), but for thousands of others it's a purposeful decision to help raise awareness of men's health issues.



According to the [official website](#), the Movember Foundation is a global charity committed to helping men live longer, happier, healthier lives. Since 2003 the foundation has raised \$677 million dollars that funds over 1000 programs focused on prostate cancer, testicular cancer, poor mental health, and physical inactivity.

Not only does the Movember Foundation raise money, it also raises awareness. This is particularly important given that men are typically far less apt to be proactive about their health. According to a Centers for Disease Control and Prevention study released in 2001, men are 100% less likely to go to the doctor for preventative care than women. And, in fact, women ages 15 to 44 are going to the doctor at a rate of 56% higher than men of the same age.

Those statistics are staggering. Awareness campaigns like Movember are designed to help men think more about their own health, and they're an important way to get serious discussions started in a way that may be less threatening or embarrassing.

If you're a man, perhaps the most important thing you can do in November is schedule a visit to your doctor, particularly if you're long overdue. Then encourage your sons, father, father-in-law, brothers and all your male friends to do the same. There's strength in numbers, after all! If you're a woman, encourage the men in your life to not put off getting a check-up.

You can also visit the [Movember Foundation](#) to find out how growing a mustache can help raise money to bring funding and attention to important men's health issues. But you don't need a mustache to promote this worthwhile movement.

## THANKSGIVING OPPORTUNITIES

by Jo Haberstok

Each year hundreds of families go into the winter with very little to spare. This is the time of year when expenses are the highest, from heating costs to living expenses.

What can YOU do? Consider making a donation of food, clothing, toiletries, etc., to one of the many organizations in your community that serve those in need of assistance. Since the majority of our Section 0614 members live or work in the Tri-Cities area, the following organizations are in this area. We encourage our members in Yakima, Ellensburg, Moses Lake, Pendleton and other areas to support your communities' needs as well.

The [Union Gospel Mission](#) in Pasco is in urgent need of breakfast cereal, salad dressing, canned foods, hand soap, razors, children's shoes, men's socks, gloves and pants, women's underwear, dishes, mops and brooms.

The [Tri-Cities Food Bank](#) is in need of Hamburger and Tuna Helper, soup, baby food, jello, cake mixes, and bags of sugar, flour, rice and beans.

[Domestic Violence Services of Benton & Franklin Counties](#) is in urgent need of full size shampoos, conditioners and liquid laundry detergent. Also needed: used cell phones, furniture and household items.

[2nd Harvest](#) is also in need of food donations. Yoke's Fresh Markets will host their annual Season of Giving Food Drive at all Yoke's stores in the Tri-Cities November 30 through December 11. Donors can purchase pre-bagged food for \$5 and \$10 to help fight hunger.

[Adopt an Angel](#) and provide a gift for a local child in need. Three Rivers Family Medicine in Kennewick and KNDU Studios is sponsoring this opportunity, in conjunction with The Salvation Army.

There are many other worthwhile organizations to consider making donations to; this list is not intended to be all-inclusive. As we get ready to count our many blessings this Thanksgiving season, let's not forget to help others who may be in need.

## 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.



## 2016 SECTION 0614 ELECTIONS

Elections for 2016 were completed last month. Congrats to the incoming section Leadership Team – and thanks for stepping up to help support our section!

2016 SECTION 0614 LEADERSHIP TEAM January 1 - December 31, 2016	
Section Chair	Robert Boykin
Treasurer	Kent Ozkardesh
Secretary	Jo Haberstok
Certification/Recertification	Patrick Faulk
Audit	Alvin Langstaff
Membership Chair	Jo Haberstok
Education Chair	Charles Tyler
Voice of the Customer Chair	Debbie Clarke
Nominating Chair	Randy Cline
Webmaster	Steve Prevette
Newsletter Editor	Robert Boykin
Programs Chair	Vacant
Publicity Chair	Vacant
Community Outreach Chair	Vacant

## SECTION 0614 MEMBERSHIP

As of November 3, 2015, we have 112 members in our Section.

2015 SECTION 0614 LEADERSHIP TEAM January 1 - December 31, 2015	
Section Chair	Robert Boykin
Vice Chair	Jo Haberstok
Treasurer	Kent Ozkardesh
Secretary	Jo Haberstok
Certification/Recertification	Patrick Faulk
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