

## CHAIR'S CORNER

by Robert Boykin

Ever hear the saying "The race is not always to the swift, but to those who keep on running"? This can serve as a motivator to continue to move forward, putting one foot in front of the other, because you never know when success really does lie just around the next corner.

The hurdle in front of us, of course, is perseverance. This term is used a lot – but can you think of a better expression when it comes to staying the course regardless of the obstacles ahead?

Let's imagine a future that looks bleak. Your present occupation is fraught with uncertainty, and your degree of job satisfaction is just below the southernmost point of zilch, though the job pays the bills. However, what you would really like to be is a teacher. You feel you have a knack for teaching and a strong desire to do it.

Are you willing to stand on principle, on your belief that you can make it as a teacher, even if by doing so it leads to being in arrears with your creditors and living below the standard to which you are accustomed? Would you sacrifice what you've worked so hard to achieve to pursue a path of uncertainty?

I recently read an article titled "Every Leader Must be A Change Agent or Face Extinction." In appeasing my curiosity, I found that, in its simplest definition, change agents are people who act as catalysts for change, transforming themselves by focusing on such matters as organizational effectiveness, improvement, and development. The article highlighted that individuals who are really successful in helping to be a catalyst for change certainly embody some similar characteristics. See if you exhibit some of the change agent attributes listed below:

- *Clear Vision* - have a clear vision and be able to communicate that clearly with others.
- *Patient yet persistent* – understand that change does not happen overnight and that every step forward is a step closer to the goal. Keep moving ahead.
- *Ask tough questions* – ask questions to help you think and understand, and focus on what is best for you and to help you come to your own conclusions to have ownership in what you are doing.
- *Knowledgeable and leads by example* – to create "change" you have to not only be able to articulate what that looks like, but also *show* it to others.
- *Strong relationships built on trust* – have solid relationships with the people you serve. People will not want to grow if they do not trust the person pushing the change.

As said by H. Jackson Brown: "In the confrontation between the stream and the rock, the stream always wins ... not through strength but by perseverance."

Be well and be safe.

- Robert

## VICE CHAIR'S CORNER

by Jo Haberstock

And now, the end is near... the end of 2015, that is! Almost [Auld Lang Syne](#) time once again.

We had a fun holiday get-together on December 1 at Barley's Brew Hub in Kennewick. Several members and spouses/guests were there, and we enjoyed smoked chicken wings, nachos, pulled pork sliders, and a variety of drinks. Some of us even had room for the yummy mud pie in a jar!

I hope you will be able to participate in our January 12 dinner meeting, as we begin 2016 with what is sure to be an insightful presentation by Paul D. Casey. You'll see more about this and also an article by Paul as you continue to read this month's newsletter. Also be sure to invite some friends! More on that, too.

It's almost Christmas - can you believe it? How are you dealing with (cue music) the most wonderful time of the year? The holidays can be great, with opportunities to visit with family and friends you may not see often, but there is also the "hustle and bustle" (not to mention the city sidewalks, busy sidewalks, and shoppers, and baking, and parties, and on and on. Some people also find an added pressure, often self-imposed, that everything needs to be perfect. It's a lot to deal with. Here are a few thoughts/tips for savoring the "merry" time of the year:

*Take a breather every so often.* Home is a great place to be, but if all the relatives are there for a week, it can start to feel a bit confining. Make a run to the store, walk the dog – any excuse will do – get outside for a while and get some air.

*You don't have to accept every holiday invitation.* Of course you want to do things with friends, but you don't have to do it all. Only say yes to the invitations that really made you smile when you received them. And don't worry about bringing the perfect hostess gift. True friends really just want to spend time with you. But if you want to bring something, wine (sparkling or otherwise) is easy, or a loaf of cranberry-orange bread.

*Keep it simple.* The holiday decoration police are not going to show up at your front door and belittle you for not having as many lights as the neighbors down the street. Ditto for inside – even if you have five boxes of décor in the garage, including three nativity scenes, a village of porcelain houses and little tap-dancing elves, you do not have to put them all on display every year. (My elves are really cute, though!)

I probably should have written this article last month. But, when you think about it, the general ideas apply year-round. So keep them in mind when looking forward to 2016 and (for those who do so) making your New Year's Resolutions. "Keep it simple" is a great mantra for 2016!

Merry Christmas and Happy New Year!

- Jo

Tuesday  
January 12, 2016

## You Can Be a Change Agent

### LOCATION:

Columbia River Catering  
Shilo Inn  
50 Comstock Street  
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  
\$25 non members  
\$5 presentation only

Reservations are due January 7.  
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.

**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/](http://www.asq614.org/)



### Paul D. Casey Growing Forward Services

When you were growing up, did you ever want to be a Superman or Wonder Woman? One of the Ninja Turtles? James Bond?

Perhaps "Secret Agent" or Super Hero wasn't such a realistic goal. But you can be a Change Agent! No special cape or tricked-out car required.

*"There is nothing more difficult to take in hand, more perilous to conduct, or more uncertain in its success, than to take the lead in the introduction of a new order of things".*  
– Niccolo Machiavelli, The Prince

Organizations and people must continually change in order to grow, stay on the cutting edge, and outperform the competition. At the start of a change effort, there is often a lot of speed and momentum; but then the change may encounter some turbulence and it can become difficult to maintain enthusiasm and keep moving forward.

As a change agent, the first step is owning the responsibility of the role and then adding the skill of change management to one's quality tool belt.

Join us on January 12 to learn some new ideas (or possibly just reinforce some things you already know) for the New Year. Paul will discuss the change agent's role and challenges and introduce us to the Change Puzzle tool, which will assist in gauging what is needed to be successful in guiding teams in the change process. We will also learn about the following soft-skill strategies:

- Building a guiding coalition
- Vision-casting to the team
- Responding to resistance
- Integrating the change initiative in the culture

Armed with the appropriate skills and mindset, you really can, as Mahatma Gandhi said, "be the change you want to see."

Note: Paul's book will be available for sale and signing at the meeting.

*About the speaker:* Paul D. Casey loves to help people take action and achieve their goals. His book *The Static Cling Principle* reminds us that what we allow to attach to our lives will determine our futures. He has been a professional speaker in 7 states for over 20 years (now giving over 30 presentations per year), and as one of the leading authorities in leadership and personal growth, was the recipient of the 2014 Best of Richland Award for Business Development Service. He has spoken for organizations like McDonalds, Subway, Tri-City Cancer Center, Lamb-Weston, and regional chambers of commerce. Paul has a Master's Degree in education, and has been an educator/administrator/ Chief Operating Officer in five non-profit organizations.

## BRING A GUEST – YOU MAY WIN A PRIZE!

by Jo Haberstock

Our January 12 section dinner meeting is going to be a good one. I'm sure you were already planning to invite several co-workers and friends, right?

Here's even more incentive to do so. For every guest (non-member) you invite who makes a reservation and attends the meeting, your name will be entered into a drawing for a Starbucks gift card. So, if you have one guest, you'll get one entry, but if you sign up 10 guests ... you'll have even better odds of winning the gift card!

Reservations for the meeting are due by January 7. Just be sure that when your guests RSVP (or if you sign them up when making your reservation), that it's noted they are attending as your guest, so you will get the entry credit(s).

Added bonus: We plan to do a similar prize drawing at each dinner meeting in 2016. Then at the end of the year (probably at the November dinner meeting), we will have a drawing from the names of all current members who brought one or more guests during the year, and one lucky member will win an even *bigger* prize!

## NEW BUSINESS BOOKS TO CHECK OUT IN THE NEW YEAR

Here are some suggestions for everyone interested in continuous improvement. This is from an article by Kevin Downey, posted on Kim Komando's website.

*Organize Tomorrow Today: 8 Ways to Retrain Your Mind to Optimize Performance at Work and in Life* by Dr. Jason Selk and Tom Bartow

*Presence: Bringing Your Boldest Self to Your Biggest Challenges* by Amy Cuddy

*The Very Little but Very Powerful Book on Closing: Ask the Right Questions, Transfer the Value, Create the Urgency, and Win the Sale* by Jeffrey Gitomer

*Take Your Soul to Work: 365 Meditations on Every Day Leadership* by Erica Brown

*How to Retire with Enough Money: And How to Know What Enough Is* by Teresa Ghilarducci

For more information about these books and where to purchase them, [read the full article](#) on Kim Komando's website.

## WIN FREE WCQI REGISTRATION AND MORE

**Challenge Deadline: February 15, 2016**

Would you like to participate in ASQ's 2016 World Conference on Quality and Improvement (WCQI)? Would you like to have your conference registration fee (value of \$899-\$999) paid? How about being reimbursed for up to \$1000 on your travel and lodging/hotel expenses?

ASQ Columbia Basin Section 0614 is pleased to announce our second annual WCQI ESSAY Challenge. The member who submits the winning essay will be awarded a free registration for the 2016 WCQI. The conference will be held in Milwaukee, Wisconsin, May 16-18, 2016, with pre-conference events on May 14 and 15. In addition, up to \$1000 of the member's travel and hotel/lodging expenses will be reimbursed following the conference.

**Who is eligible to participate:** ASQ Section 0614 members in good standing, who have been an ASQ member for a minimum of one year. Members of the current section Leadership Team (Officers or Chairs/Team Leads) are not eligible.

All you need to do to enter is complete the application form and submit it with your essay of 2000 words or less in response to the following two questions:

**1. Quality Matters! Discuss your thoughts on this and how quality tools and methodologies can be used to improve your local community.**

**AND**

**2. Why is an opportunity to participate in the 2016 WCQI important to you? How will this help you achieve personal and/or professional goals?**

The complete list of rules, requirements and expectations is included with this newsletter. To obtain the application form as a Word document, send an email to [jkbme@gmail.com](mailto:jkbme@gmail.com).

Deadline for entries is February 15.

## GET YOUR FREE GIFT FROM ASQ

The December Member gift is a recap of all the resources ASQ shared during CY 2015. These include articles, webcasts and more on a variety of topics, including:

- Organizational and Personal Career Management
- Creating a Culture of Quality
- ISO 9001:2015 Update and Resources
- Innovation and Creativity
- FDA, Regulations, and Medical Devices
- A Beginner's Guide to Quality
- Supplier Quality

Get your gift before the end of the month by clicking [here](#) and signing in to the ASQ website.

## BE LIKE A GPS WHEN YOU LEAD

by Paul Casey

I really like my GPS on my phone. I remember buying the Garmin one before I had a smart phone, but this Navigation system is so much better in getting me to my destinations—across town or in distant places I've never been.

### Good leadership is like a good GPS:

1. **It knows where the team needs to be headed** – the vision that will make the organization successful. Good leadership can map out that bright future and say it in a way others rally behind.
2. **It knows the route that best gets the team to that vision.** Although it can't predict all the "traffic"/obstacles/delays, good leadership plans the best way to the target, and is flexible when conditions change.
3. **It's patient with team mistakes.** Just like a GPS has to re-route the car down another road when we don't make the correct turn it indicated, so good leadership doesn't make a big deal out of team errors – they make them into learning moments and press on to get back on track as quickly as possible.
4. **It gives updates along the way.** Good leadership reminds teammates that they are on the right track and warns of upcoming turns that may mess with the status quo – especially if there is any chaos/confusing times when people might freak out with indecision.

So, if you sit in a leadership chair, put on your soothing voice that is intentional in its focus, and guide your team to a brighter destination than they are at currently.

*Paul Casey is a certified Life Coach, author, speaker, and trainer. He loves to help people take action and achieve their goals. Check out his Growing Forward [website](#).*

## QUOTE OF THE MONTH

"Contentment is not the fulfillment of what you want, but the realization of how much you already have."  
~ Author Unknown

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.

## STAREAST SOFTWARE TESTING CONFERENCE

May 1-6 in Orlando

Ready for warmer weather? This conference isn't until May, so it probably won't help you right now, but check it out anyway.

Organized by TechWell Corporation, the STAREAST software testing conference is advertised as the premier event for software testers and QA professionals, with 100+ learning and networking opportunities over six days, including:

- Keynotes featuring recognized testing thought-leaders Keith Klain, David Dang, Lee Copeland, Isabel Evans, and Dawn Haynes
- In-depth half- and full-day tutorials, pre-conference classes and concurrent sessions covering a variety of testing topics
- The Expo—vendors with the latest in software testing/QA technologies and tools
- Networking events
- Complimentary breakfasts, lunches, and cocktail receptions included

An early-bird discount is being offered as well as an additional "bonus" for those registering by February 5. Find out more on their [website](#).

## GIVE YOURSELF A GIFT

Everyone loves getting presents, right? As you're in the midst of holiday shopping, trying to make sure everyone else gets what they want (or close), who is making sure that you get what YOU want?

And, as much as we all appreciate the gifts from others (or perhaps just the thoughts behind the gifts), most of us probably don't send a letter to the North Pole any more with a list of things we'd really like to be given.

Here's a novel idea. *Reward yourself.* Really. Go for it!

Don't you deserve a reward? You've worked hard all year, and that is definitely worth celebrating!



## HOLIDAY FUN

Check out this entertaining video from Sainsbury's, one of the UK's largest retailers.

[Mog's Christmas Calamity](#) (by Judith Kerr)

## SECTION 0614 MEMBERSHIP

As of December 1, 2015, we have 109 members in our Section.

<b>THANK YOU 2015</b>	
<b>2015 SECTION 0614 LEADERSHIP TEAM</b> January 1 - December 31, 2015	
<b>Section Chair</b>	Robert Boykin
<b>Vice Chair</b>	Jo Haberstk
<b>Treasurer</b>	Kent Ozkardesh
<b>Secretary</b>	Jo Haberstk
<b>Certification/Recertification</b>	Patrick Faulk
<b>Audit</b>	Alvin Langstaff
<b>Membership Chair</b>	Charles Tyler
<b>Nominating Chair</b>	Jo Haberstk
<b>Webmaster</b>	Steve Prevette
<b>Newsletter Editor</b>	Robert Boykin
<b>Voice of the Customer Chair</b>	Vacant
<b>Programs Chair</b>	Vacant
<b>Publicity Chair</b>	Vacant
<b>Community Outreach Chair</b>	Vacant

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



## SECTION 0614 WCQI ESSAY CHALLENGE FOR 2016

**Would you like to participate in ASQ's 2016 World Conference on Quality and improvement (WCQI)?**

**Would you like to have your conference registration fee (value of \$899-\$999) paid?**

**How about being reimbursed for up to \$1000 on your travel and lodging/hotel expenses?**

ASQ Columbia Basin Section 0614 is holding an ESSAY CHALLENGE. The member who submits the winning essay (on a topic related to quality, of course!) will be rewarded with a free registration for the 2016 WCQI. The conference will be held in Milwaukee, Wisconsin, May 16-18, 2016, with pre-conference events on May 14 and 15. In addition, up to \$1000 of the member's travel and hotel/lodging expenses will be reimbursed following the conference.

**Who is eligible to participate:** ASQ Section 0614 members in good standing, who have been an ASQ member for a minimum of one year. Members of the current section Leadership Team (Officers or Chairs/Team Leads) are not eligible.

**What is required to enter the Essay Challenge:**

- Meet eligibility requirements
- Write and submit a typewritten essay (maximum of 2000 words, in Word format) in response to the following two questions:
  1. **Quality Matters! Discuss your thoughts on this and how quality tools and methodologies can be used to improve your local community.**

**AND**

2. **Why is an opportunity to participate in the 2016 WCQI important to you? How will this help you achieve personal and/or professional goals?**
- Complete and sign the application sheet(s), and submit with essay via email by February 15, 2016.
  - Personally make and pay for travel and lodging (air, hotel, etc.) and submit original receipts to ASQ Section 0614 Treasurer upon return (no later than June 10, 2016) for eligible reimbursement
  - Attend WCQI 2016 and also participate in section-related meetings/events (prior to conference) as a section representative
  - Prepare and submit an article to the section newsletter (by June 10, 2016), sharing highlights of the WCQI conference
  - Attend and present additional information about the WCQI conference experience at a future Section 0614 meeting (no later than November 2016)
  - Agree to have the essay published (in part or full) in the Section 0614 newsletter and/or website

Entries must be received on or before **February 15, 2016**. Send entries (application form and essay/responses to the two questions) as an attachment(s) by email to [jkhbme@gmail.com](mailto:jkhbme@gmail.com) with "Section 0614 Essay Challenge" in the subject line.

All essays meeting the requirements will be reviewed by a team comprised of ASQ Section 0614 members. A "blind" review will be performed (reviewers will not know who wrote the essays, unless the applicant includes identifying information). Review criteria includes theme relevance, depth of thought, clarity, spelling and grammar. The winning entrant will be notified on or before March 10, 2016. The decision of the review team is final. No further discussion will be entered into with applicants.

In the event that an insufficient number of qualified entries are received or if the review team determines that no entries meet the quality standards established to receive the award, ASQ Section 0614 reserves the right to discontinue the essay challenge and make no award.

By participating, all entrants acknowledge and agree that they have entered the contest of their own free will, that the full rules and details of the contest have been made available to them and they therefore understand and agree that neither ASQ Section 0614, or their representatives have any liability with respect to participation in the essay challenge or receiving an award and are not liable for any damages related to acceptance and use of an award. By entering this challenge, participants agree to be bound by these rules.

**APPLICATION FORM FOR ASQ COLUMBIA SECTION 0614 WCQI 2016 ESSAY CHALLENGE**

Name:		
ASQ Member Number:		Years as an ASQ Member:
E-Mail Address:		
Mailing Address:		
Primary Phone Number:		
Brief summary of your involvement in ASQ at the local (section), regional and/or national level(s):		
Have you attended the World Conference on Quality & Improvement or previous ASQ conferences? If yes, when and where?		

Entries must be received on or before **February 15, 2016**. Send the completed application form(s) and your essay entry (responses to the two questions) in Word format as attachments by email to [jkhbme@gmail.com](mailto:jkhbme@gmail.com) with "Section 0614 Essay Challenge" in the subject line. To obtain the application form as a Word document, send an email to [jkhbme@gmail.com](mailto:jkhbme@gmail.com)

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Your electronic signature below documents that you have read and accepted the rules, requirements, and expectations.

\_\_\_\_\_  
Signature (typed is acceptable)

\_\_\_\_\_  
Date