

## **CHAIR'S CORNER**

by **Robert Boykin**

It appears time to accept that “down head syndrome” (DHS) while walking is here to stay. What is DHS you ask? It is walking forward with your head down and eyes on a cell phone, iPad, or other electronic device.

I recently ventured out in to the wild, wild world of mall shopping. On this particular Saturday afternoon, it appeared that a majority of the citizenry was in attendance. I chose not to avoid what some might call a foray into chaos because the item I needed was only available at the store within the mall, and I did not want to wait for it to be ordered at the store that I would typically frequent. However, based on the demeanor of many fellow mall inhabitants, I will think twice about visiting the mall on a Saturday afternoon in the future.

Strolling down the mall promenade during my shopping excursion required much agility. Old memories of avoiding linebackers and other would-be tacklers on a football field came into view. The DHS crowd was out in force, and self-preservation to physically avoid many of them was at an all-time high. Nevertheless, I made it out in one piece but did manage to bump into and “disturb” a few DHSers, and, surprisingly, I received a few menacing stares and annoying comments. So, to assist in sidestepping those displaying DHS, should you find yourself in a mall or other crowded venue, consider the following tips toward enjoying your next foray unto the breach, dear friends:

1. Don't go out. Stay home.
2. If you must go out, leave your cell phone at home.
3. If you must have your cell phone with you and you are in the company of another, give your phone to your associate.
4. If you don't trust the associate with your cell phone because he/she is displaying DHS, keep the phone in your pocket/purse.
5. If you must have the phone in your hand, stand off to the side and make/return the call or text. Put away when finished.
6. If you must engage in DHS, think about how pain would feel if you run head on into a linebacker. Those of you who have not experienced the feeling, consider yourselves lucky.
7. And, last but not least, practice being safe by being aware of your surroundings. You cannot see what's coming at you or waiting for you around the next corner when your head is down. Remember, “Safety First” is Safety Always.”

Be well and be safe.

- **Robert**

## **GET CRAFTY – AND HELP OTHERS**

by **Jo Haberstock**

Did you know that March is National Craft Month? I didn't, until I happened to read an article that mentioned it.

We all know some crafters, right? You know if you are one or know one – these are the folks who always seem to be creating one thing or another, the ones who carry a large bag and take out their knitting needles while waiting at the doctor's office, or the person whose garage is always full of supplies that they continuously turn into amazingly fun and useful items like lamps, doorstops, wreaths, etc. Crafting is by no means gender-specific.

The article I read also mentioned that crafters tend to be incredibly generous people, who often donate many of the items they make to others in need or to support fundraisers for worthy causes. I have a friend who is a very generous crafter; she regularly makes and donates knitted and crocheted hats to the local Cancer Center for individuals receiving chemotherapy.

March is a great month to create and donate comfort items to seniors or others in need. And if you're not crafty yourself, consider purchasing a soft blanket or scarf or even some cheerful little pillows to donate to a local nursing home or assisted living facility. Check with other local organizations to see what may be needed most at this time of year. I know that some places are thrilled to get the unused hotel amenities (soaps, shampoos and lotions) you may have accumulated from recent holiday trips.

Also, if you have a talent for storytelling or singing or something else, consider offering to share your talents by visiting a nursing home or other facility. Some residents rarely get visitors, and a little bit of your time and caring could really make their day.

Loneliness among seniors is a very real problem. In the article I read it said that 43% of seniors report feeling lonely on a regular basis, and isolated seniors have a 59% greater risk of both mental and physical decline than their more social counterparts.

So, as March approaches, think about what YOU can do to help someone else in the coming month. But don't stop with just one month – let's all think about what we can do to help others all year long!

- **Jo**



**Saturday**  
**March 12, 2016**

## “All Aboard”

**LOCATION:**

Railex  
651 Railex Road  
Burbank, Washington  
(509) 412-1300

Railex is approximately 13 miles from Pasco, or 22 miles from Richland, off US 12E.

Click [here](#) for directions.



## Moving Products... on the Right Track

### 65127 Railex Road - Burbank

**NOTE TIMES:**

9:45 a.m. - Check in  
10:00 a.m. – Tour Begins  
Tour will last about 1 hour

Closed-toe shoes are required

Please park in the employee parking lot and then walk across the lot to the front entrance of Railex.

**Cost:** This special site visit is FREE for ASQ members and non-members – but can only accommodate a limited number, so be sure to make your reservations early!

**Reservations are required.**

For planning purposes, reservations must be received by March 7. Send an e-mail to [Panda\\_2@charter.net](mailto:Panda_2@charter.net) with your name, phone number, and company affiliation, or call Alvin at (509) 371-2221.

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

Washington State’s Columbia River Basin is among the most fertile growing regions in the world. The Railex facility in Burbank is right at the heart of this growing region, with two highly-specialized cold logistics infrastructures – one geared to wine and the other to perishable food – both with customized capabilities to meet diverse customer needs.

Railex is an innovative distribution platform designed to enhance logistics, distribution, consumer demands and inventory control. It was created to link the needs of growers, shippers and manufacturers with retail and food service distribution.

The Railex platform features refrigerated, mega-transload distribution centers in four areas across the country: Burbank, Washington; Delano, California; Rotterdam, New York; and Jacksonville, Florida. Between these coast-to-coast distribution centers runs a scheduled weekly service 55-car refrigerated unit train, with the capacity to transport the equivalent of 220 trucks of refrigerated merchandise each and every week. The train consists of 64-foot series cars with fresh air exchange, GPS tracking and temperature control. Railex incorporates the latest technologies with its own infrastructure and private non-stop rail service to ensure the same scheduled departure day and time every week, 52 weeks a year. Five day coast-to-coast delivery is guaranteed.

Specialized capabilities at the Burbank facility include 225,000 square feet of refrigerated space, a separate 500,000 square foot specialized wine facility, six separate computer-controlled temperature zones, 19 enclosed refrigerated rail docks, 38 refrigerated truck docks and a two-mile rail loop track on the property.

Railex was recognized for a Governor’s Award for Best Practices in Economic Development in 2006 and was recognized as both a 2014 Top Green Provider by Food Logistics and an Inbound Logistics’ G75 Green Supply Chain Partner. As an approved SmartWay Transport Partner, Railex shipping service is greener and cleaner.

Join us on Saturday, March 12 for a site visit at the Railex facility that is sure to be enlightening and educational.

## FEBRUARY MEMBER GIFT - CORRECTIVE AND PREVENTIVE ACTION

This month's free gift from ASQ is all about corrective and preventive action (CAPA) and features expert speakers discussing CAPA and risk management, a free e-book on how to implement a CAPA system and a number of other resources to help you learn how to apply these concepts to your specific needs. You'll receive:

- Webcast: A Risk-Based Corrective-Preventive Action Strategy
- E-book: Correct! Prevent! Improve!
- Additional CAPA Webcasts

[Access](#) your member gift now!

## ASQ CERTIFICATIONS

Congratulations to Section 0614 members Christine Buss and Lynette Jones for passing the Software Quality Engineer (CSQE) exam this past December 2015. Way to go, Christine and Lynette!

Also passing the CSQE exam in December as Bechtel Enterprise associates were Chris Coleman, Joel Dvorak, Rachel Hill, Michael Leone, Todd Maier, Michael Perlot, Clay Smith, Scott Sterling, and Ben Stutzman.

The application deadline has already passed for the next round of certification exams, scheduled for March 5. The application deadline for the June exams is April 15 (just remember Tax Day!). Certification exams coming up on June 4 include:

- Calibration Technician (CCT)
- Pharmaceutical GMP Professional (CPGP)
- Quality Auditor (CQA)
- Quality Engineer (CQE)
- Quality Improvement Associate (CQIA)
- Quality Process Analyst (CQPA)
- Six Sigma Green Belt (CSSGB)
- Software Quality Engineer (CSQE)

Each exam is administered twice a year, in March/October or June/December. The application deadline is usually about six weeks before the exam date. Actual exam dates and their application deadlines are posted online at <http://asq.org/cert/dates>. Note that some exams are also administered in conjunction with ASQ conferences.

If you have an ASQ certification and are collecting Recertification Units (RUs) to maintain it, you can earn 0.5 RU each time you serve as an Assistant Proctor at the quarterly exams. If you would like to be an Assistant Proctor for the March 5 exams, please contact Patrick Faulk, our section's Certification/Recertification Chair ([prfaulk@bechtel.com](mailto:prfaulk@bechtel.com)).

## DO YOU LIVE YOUR VALUES? YOU'RE 5 DAYS AWAY FROM FINDING OUT

by Kathy Bentz

Live your values ... what does that really mean? Living your values is a broad topic. Let's start at the beginning by defining the term. Just what ARE values? They can be defined as "broad preferences concerning appropriate courses of action or outcomes. As such, values reflect a person's sense of right and wrong or what 'ought' to be."

Do you stop and think about appropriate courses of action before you do anything? How solid is your sense of right and wrong? Many of us get caught in patterns of behavior and we can actually stop thinking and just keep doing.

Stopping to consider your values before you act can actually help you lead a healthier, happier life. Here's proof.

About 20 years ago, a group of college students at Stanford University headed home for winter break. While they were gone, they were given the task of keeping a daily journal.

In this journal, some of the students were asked to write about their most important personal values and then describe how the events of each day connected with those values.

Another group of students was simply asked to describe the positive events that happened throughout their day.

When the students returned to school after the break, the researchers discovered that those students who wrote about their personal values were healthier, experienced fewer illnesses, and had better energy and attitude than the students who merely wrote about the positive events in their lives.

As time has gone on, these findings have been replicated in nearly a hundred additional studies.

Why does it work? As we move through our days, we run into challenges that may cause us stress. By documenting our values (the reasons WHY we do what we do) and the resulting behaviors, we're creating for ourselves proof positive of why that particular behavior is so important.

Understanding the WHY helps validate who we are at our core. When you align WHY you do something with WHAT you do, you're creating a smoother path through life. You can see your success in the smallest increments. This keeps you going through the easy times and provides you with motivation to hang tough through the challenging times.

Try it for yourself. List your top five values and then journal your activities for five days.

*Kathy Bentz is a Support Analyst at Resource Associates Corporation. For over 30 years, RAC has specialized in helping businesses and individuals achieve high levels of excellence and success. Learn how at [www.resourceassociatescorp.com](http://www.resourceassociatescorp.com).*

## WCQI KEYNOTE SPEAKERS ANNOUNCED

Need a good reason to travel to Milwaukee, Wisconsin in May and participate in the World Conference on Quality & Improvement? How about the Keynote speakers?

**Stephen J. Dubner** (award-winning author, journalist and radio and TV personality)

**James Kane** (renowned loyalty expert and author)

**Liz Wiseman** (best-selling author, speaker and executive advisor)

**Brian Little** (psychology scholar and best-selling author)

**Josh Linkner** (four-time tech entrepreneur, Hyper-Growth CEO and best-selling author)

Get registered for WCQI now. Cost is \$1095 for ASQ members. Save \$100 if you register by March 25. [Click here](#) for more information.

## MANAGING DIFFICULT CONVERSATIONS

**February 25 in Kennewick**

If you dislike conflict or struggle to get resolution when the stress level goes up, check out this workshop, which will be led by Paul Casey (who spoke at our January dinner meeting). The following will be covered:

- Get more comfortable with conflict
- Discover your conflict resolution style
- Learn the top 10 tips for mastering difficult conversations
- Choose a feedback model you feel comfortable using

Cost for the three hour workshop, which will start at 8:30 a.m., is \$67. For more information and to register, [click here](#).

## VALUE STREAM MAPPING

A value stream map (VSM) is a flow chart that declutters complex procedural systems to pinpoint inefficiencies.

To learn more about how to set up a VSM and how VSMS are being implemented in various settings, click [here](#).

For a step-by-step tutorial about VMS, led by ASQ fellow Jack ReVile, click [here](#). Jack provides visuals to help explain every aspect of the VSM process, including specific symbols and follow-up possibilities.



## PAM HENDERSON TO SPEAK AT ASQ 2016 LEAN AND SIX SIGMA CONFERENCE

**February 29 - March 1 Phoenix**

ASQ's 2016 Lean and Six Sigma Conference offers more than 45 sessions led by experts in their fields, including The Growth-Minded Leader in a Challenging Economy; Managing with Metrics; The Implementation and Use of KPIs; Reducing Lead Time in a High Production Environment; and Checklists for Designing in Quality: Fundamental Tools for Design for Six Sigma (DFSS).

Pam Henderson, CEO of NewEdge, Inc., in Richland, will be the Keynote Speaker at the February 29 morning session. Pam spoke at one of our section meetings a few years ago.

For more information about the conference and to register, [click here](#).

## SUPPLIER AUDITING TRAINING

ASQ offers Supplier Auditing Training throughout the year in various locations. Explore how product and service requirements are defined and accepted. This becomes the basis for subsequent audits. Then, the process of an effective supplier audit is presented step by step. This seminar emphasizes supplier partnerships and how auditing benefits both parties. No previous knowledge of auditing or quality systems is required.

Upcoming training dates and locations include:

March 18 – Louisville, Kentucky

March 30 – Polway, California

April 13 – Brooklyn, Ohio

April 14 – Pittsburgh, Pennsylvania

September 21 – Atlanta, Georgia

Cost is \$479 for ASQ members. For large groups (five or more), consider on-site training. For more information, [click here](#).

## JOB POSTINGS – JOB SEEKING

If you/your company is looking for quality professionals (e.g., managers, engineers, technicians, specialists, etc.) to join the team OR if you are a quality professional seeking employment, let us know. Our section website often posts information about available jobs as well as resumes of section members seeking employment opportunities. For more information, contact a member of the Leadership Team.

## QUOTE OF THE MONTH

"Things which matter most must never be at the mercy of things which matter least."

- Goethe

## “CONFLICT: IT’S A MATTER OF STYLE”

### MCLDA Meeting – March 9 – Kennewick

Dr. Pam Murray will be the featured speaker at the March 9 meeting of the Mid-Columbia Leadership and Development Association (MCLDA).

We all encounter the occasional--or not so occasional--conflict. In this fun and fascinating presentation, Pam will help participants not only to understand and work with their own personal conflict style, but also how to spot how others approach conflict and what to do about it. Attendees will gain new insights into moving from conflict to concord and maybe salvage a few relationships along the way.

Pam has a passion for teaching people to create the life of their dreams. This passion has taken her around the world, teaching and speaking. She has also taught leadership and communications for 40 years in major corporations, to boards, organizations and at the college level. Pam just finished writing her fourth book, which will be published soon.

The meeting will be held at the Red Lion Inn in Kennewick, with social starting at 5:30 p.m., business meeting at 6 p.m., followed by dinner, with the presentation commencing at 7 p.m. Cost is \$20. For more information and to make reservations, email [Jamie](mailto:Jamie) or call (509) 376-1693.

## MITIGATING RISKS IN PURCHASE ORDERS AND CONTRACTS

### April 6 in Richland

The Columbia Basin chapter of the Institute for Supply Management (ISM) is offering a seminar on April 6 at the Richland Community Center. Speakers will discuss strategies to mitigate the risk of failure when contracting for products and services. Topics to be covered include: bonds and insurance, warranties, payments and options, vetting potential contractors and communication.

The fee of \$200 for the all-day seminar includes coffee, snacks, a box lunch and handouts. Participation is limited to the first 40 paid registrants. For more information, [click here](#).



## SECTION 0614 MEMBERSHIP

As of February 1, 2016, we have 115 members in our Section.

<b>2016 SECTION 0614 LEADERSHIP TEAM</b> <b>January 1 - December 31, 2016</b>	
<b>Section Chair</b>	Robert Boykin
<b>Treasurer</b>	Kent Ozkardesh
<b>Secretary</b>	Jo Haberstock
<b>Certification/Recertification</b>	Patrick Faulk
<b>Audit</b>	Alvin Langstaff
<b>Membership Chair</b>	Jo Haberstock
<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

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.

## 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.