



CHAIR'S CORNER

by Robert Boykin

According to an article I recently read, a successful leader is generally someone who leads by example and other people tend to follow because they believe what they do is the right thing. Think of anyone you've looked up to in the past - were they an honest individual who put others before themselves? That is a quality of effective leadership. Being honest gives a person credibility and results in other people trusting and believing in that person.

Let's see if we possess some of the top tier characteristics of successful leadership.

1. Effective leaders lead by example and merely invite others to come along with them.
2. Keeping promises is another sign of effective leadership. They believe in others and never fail to reward or compliment someone when they see they are doing well.
3. Effective leaders admit when they are wrong and admit when they make mistakes. Everyone is human and makes a mistake at one time or another. It's how a person handles a mistake that gives them a certain leadership quality. An effective leader can admit when they are wrong and, by doing so, allows others to feel comfortable asking them for help and advice.
4. Good listening skills are a big part of effective leadership. A person who is willing to listen to problems or concerns an employee or a friend may have will give them more information. Therefore, the effective leader can make a well-informed and thought-out decision.
5. An effective leader gives positive reinforcement. Effective leadership is about asking or requesting a person to do something, not commanding them.
6. Effective leaders make recommendations to follow.
7. Effective leaders are willing to get their hands dirty. They realize that they are more than just a figure head or boss.
8. Good communication skills are required at every level of business, but effective leaders must possess outstanding communication skills. Luckily, this is a skill that can be learned.

Are these leadership traits of yours?

Be well and be safe.

- Robert

Q ... IS FOR QUALITY

by Jo Haberstock

Our March 12 site visit to Railex in Burbank was great, and it got me thinking about quality. A lot of things make me think about quality. I'll be driving down the street and see one of those lettered signs that reads "We put the Q in Quality" – and I'll think "and apparently you were so busy with the Q that you forgot the A?" Or the place that was clearly trying to impress folks with their sign: "We prid ourselves on customer satisfashion." Maybe you should hire someone to proofread your marketing materials, ya think? Yes, I'm one of those people who notices all the little goofs on signs, in articles, etc. I saw a flyer for a webcast last week that said participants would learn about "developing training methods to meet the *expatiations* of both Baby Boomers and Millennials." I'm guessing they meant "expectations." Spell checker sometimes messes things up, too.

My title for this article was inspired by cases of O Wines I saw while on the Railex tour. (The wine facility there was filled with wine – their website says there are 3.2+ million bottles of wine currently in storage, which are shipped by Railex across the country.)

Have you heard about "O" wines? What got my attention as well as that of others on the tour were the cases of wines with "O is for Opportunity" printed on them. This intrigued me, so I looked up O Wines after the tour. It was established in 2006 by Stacy Lill, with a mission to fund scholarships and help young women improve their lives through education. In 2012 she sold O Wines to Ste. Michelle Wine Estates to help grow the brand nationally and raise even more money for student scholarships. To date, O Wines has raised over \$300,000 to support 53 college scholarships. They currently produce a Red wine and a Chardonnay. For those who are interested, O Wines are available for purchase at Albertsons in Pasco, Richland and Yakima. Click [here](#) for more about O Wines.

On another Quality note, it's time to be thinking about the 2016 World Conference on Quality and Improvement (WCQI)! Who is signed up and raring to go? I know of at least three of our section members who are planning to travel to Milwaukee for the conference in May. There are pre-conference events May 14 and 15 and then the conference gets underway on May 16. I'm not able to attend this year, but I have attended in the past and highly recommend anyone going to WCQI make time to sit in on some of the International Team Excellence Award (ITEA) presentations. It is great to see team members sharing their stories. There is still time to get the early bird pricing rate, but only until March 25. Click [here](#) for more information about WCQI.

- Jo

Tuesday
April 12, 2016

LOCATION:

Columbia River Catering
Shilo Inn
50 Comstock
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 April 7.
E-mail Panda_2@charter.net
with your name, phone number,
and company affiliation, 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, go to
www.asq614.org/

The Port of Benton: Bigger, Brighter, Bolder



Scott D. Keller, PPM® Executive Director

The Port of Benton was established in 1958. One of the few nuclear ports within the United States, the Port is two-thirds of Benton County. The Port of Benton's purpose is to foster economic development, trade and tourism by providing quality infrastructure and multimodal transportation at a variety of sites.

The Port owns and operates 50 buildings, four of which are "incubator" small business development buildings. These buildings offer support for light industrial, lab and manufacturing space to new businesses.

The Port is located within a vast agricultural region with products ranging from vegetables, grains, fruits and livestock. The Port has two parks in Prosser: The Wine & Food Park and Prosser Vintner's Village to help turn local agricultural products into value-added commodities like wine, applesauce or chocolate covered cherries.

The Port also has a 9,060 square foot intermodal transload facility to serve a variety of uses including local agricultural commodity growers.

Scott D. Keller, PPM®, started working at the Port of Benton in 1989. Since then, the Port has been involved in a number of exciting projects. These include the Tri-Cities Enterprise Center in North Richland (off Highway 240), The Richland Innovation Center area around WSU Tri-Cities, and more. And, in 2015, the Port negotiated the largest land sale in its history for over four million dollars.

Promoting economic development within the Port of Benton, Benton County, Richland, Prosser, Benton City and the region requires leadership, teamwork, and good communications.

Join us on April 12, to learn more about the Port of Benton. Scott will share information about the Port's history, vision and values, which include integrity, stewardship and leadership. We will also learn about some of the Port's current projects and future plans, including Vintner's Village Phase II.

About the speaker: Scott D. Keller's tenure at the Port of Benton began as the Assistant Executive Director/Airport Director in 1989. Thirteen years later, he was appointed to the Executive Director position. He is responsible for assets of approximately \$60 million, including over 2000 acres of land, 50 buildings, two airports, a barge facility, a short line railroad, a park and a staff of 21. Scott's past experience includes working as a mortgage loan officer and work in the real estate and insurance industries. He has a Bachelor of Science degree in economics.

BRING A GUEST – YOU MAY WIN A GIFT CARD!

by Jo Haberstok

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

If not, start inviting them now! For every guest (non-member) you invite who makes a reservation in advance and attends the dinner meeting, your name will be entered into a drawing for a Starbucks gift card. That means if 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 April 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 or referred by you), so you will get the entry.

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!

SEEKING INTEREST IN SECTION 0614 PROFESSIONAL TRAINING OFFERINGS

by Alvin Langstaff

Recently I have been contacted about possibly offering the Software Quality Engineering (SQE) training class for a fifth time in the Tri-Cities. While we are always enthusiastic about sponsoring courses that our members are interested in, and are willing to bring the SQE course back for another round if enough members are interested in it, we would like to be certain that there is enough demand to make it worthwhile.

Therefore, please take a few minutes to send a note to me at panda_2@charter.net and indicate whether you or others in your professional circuit would consider attending.

Additionally, if there are other ASQ-related topics that you would like to see our section offer, please let me know. Your responses will help us decide if, when, and what future professional training offerings to sponsor. Responses will be accepted through April 30. I look forward to hearing from you.

ASQ'S MARCH MEMBER GIFT IS ALL ABOUT ORGANIZATIONAL PERFORMANCE EXCELLENCE

This month's free Member Gift focuses on operational excellence and the Baldrige Criteria, one of the most widely used guidelines throughout the world. The criteria were established by the U.S. Congress in 1987 to raise awareness of quality management and recognize U.S. companies that have implemented successful quality management systems. Awards can be given annually in six categories: manufacturing, service, small business, education, healthcare, and non-profit.

Get your [Organizational Performance Excellence Bundle](#) now!

0614 ASQ MEMBER RECRUITMENT CHALLENGE - Deadline: September 15

by Jo Haberstok

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

The winner will receive his or her next annual ASQ membership renewal for free - a prize valued at up to \$159!

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

All you need to do is recruit the most NEW ASQ full national members including a 0614 section membership between the dates of April 1 and September 15, 2016.

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

We have a really great section. If you enjoy our meetings and site visits and the other benefits of your ASQ membership, talk to your co-workers, friends and family and invite them to join ASQ. Get busy recruiting new members NOW!

CALL FOR PRESENTERS - 2016 INTL CONFERENCE ON QUALITY STANDARDS

The theme for the 2016 conference is "Using Management System Standards as your Center of Business Excellence." The focus areas are: ISO 9001:2015; ISO 13485:2016; Competency Models and Training; and Integrating Multiple Management System Standards under One Business Management System. Proposals for education sessions are due by March 27. Click [here](#) for more information.

DENNIS BAUER TO SPEAK AT MCLDA MEETING

The April 13 dinner meeting of the Mid-Columbia Leadership Development Association (MCLDA) features Dennis Bauer, best-selling author of "Fumes and a Prayer; How to Live at the Edge and Still be Home for Dinner."

In a motivational and inspirational presentation, laced with humor, Dennis Bauer will present this story and the lessons he has learned. His message comes from his life, from owning three businesses, climbing mountains, flying airplanes, crewing sailboats, raising three kids... to traveling by car through 44 states and visiting 9 countries. He draws from his experiences as a pilot and flight instructor to teach principles a pilot uses to prepare for, and to handle the unexpected. The day his engine quit 5,000 feet over northern Colorado, he used the same three key principles that he will share... keys that apply to life, to business, and to leadership.

The meeting will be held at the Kennewick Red Lion on April 13, with networking starting at 5:30 pm, followed by dinner and the presentation. Cost is \$20. For more information and to make reservations, contact Jamie at (509) 376-1693.

WHAT ARE CHARACTERISTICS OF ETHICAL PEOPLE IN THE WORKPLACE?

According to many pundits, ethics is one of the most important and sought after characteristics in potential job candidates, as a strong ethical base improves the likelihood that the worker will be a safe, productive and upright employee. Many of the characteristics associated with an ethical individual are desirable ones that businesses hope to have in their workforce.

Honesty

Ethical workers value honesty and are honest at all costs. This means they remain honest even when being honest isn't the easiest road to take. For example, if an ethical employee makes a mistake, she does not lie about the situation in an attempt to make herself seem less culpable. Having an employee who is overtly honest allows management to trust the employee more implicitly and rely upon her.

Responsibility

Workers who are ethical take responsibility seriously and do all they can to complete the tasks with which they are charged. These individuals do not shirk responsibility and attempt to fly under the radar but instead embrace the opportunity to take a leadership role.

Reliability

When ethical team members say they are going to do something, they follow through. They are reliable at all times and can be trusted to complete projects of great importance. Because these individuals do as they say they will, they are often go-to people within the workplace.

Goal-Oriented

Ethical individuals are often goal-focused and able to dedicate themselves fully to their job tasks. These individuals recognize the importance of working to better themselves and improve the overall success of their company, and they are willing to work toward reaching potentially challenging goals.

Job-Focused

Ethical employees remain focused on their jobs at all times, not allowing themselves to become distracted, as doing so pulls them away from the duties of their occupations. These individuals are never found working on a task that is not related to the job in question, as they recognize that their on-the-job time is to be spent only doing job-related tasks.

Many of us have interviewed potential candidates bidding on jobs, and many of us have chosen individuals for jobs, and will again. Should an opportunity to interview and/or hire knock on your door in the future, consider looking for the ethical characteristics shown above when deciding on new team members to bring into your company.

What could go wrong with hiring honest and responsible team members? Or with hiring those who are reliable, goal-oriented, and job-focused. Not only should these characteristics be important to employers when seeking out potential job candidates, they should be important to everybody.

IT'S ALL HOW YOU SEE IT

by Jon Gordon

"It's a game of failure."

I kept hearing these words from baseball players and coaches while visiting with the Pirates, Padres and Dodgers recently for spring training.

After all, even a hall of fame player will fail to get a hit 2 out of 3 times. And most players will fail to get a hit 3 out of 4 times. A pitcher will give up hits and home runs and fielders will make errors.

Yes, baseball is a game where you fail often. But when talking to the teams I offered a different perspective.

I said, "I don't believe baseball is a game of failure. I believe it's a game of opportunity!"

No matter what happened on the last play, pitch, or at bat you get the opportunity to make the next one great.

In the words of Babe Ruth, "Every strike brings me closer to the next home run."

It's the same way with life. Anyone pursuing anything worthwhile will fail and fail often.

I certainly have failed many times but when I look back I realize I wasn't failing, I was growing.

I wasn't failing, I was becoming.

I've learned that you can dwell on the past or look forward to making the next opportunity great.

You can see life as a game of failure or opportunity.

It's all how you see it.

Jon Gordon's best-selling books and talks have inspired readers and audiences around the world. He is the author of The Wall Street Journal bestseller The Energy Bus, The No Complaining Rule, Training Camp, The Shark and The Goldfish, Soup, The Seed, and his latest, The Positive Dog. Jon and his tips have been featured on The Today Show, CNN, Fox and Friends and in numerous magazines and newspapers. Check out his website at www.JonGordon.com.

QUOTE OF THE MONTH

"Good things come to people who wait, but better things come to those who go out and get them."

– Unknown

LEADERCAST 2016 – MAY 6

Attend LEADERCAST 2016, right here the Tri-Cities, and experience some of the best content from global influencers (via simulcast technology) including the cofounder of Apple, Steve Wozniak; Head Coach for the University of Alabama, Nick Sabin; as well as Andy Stanley, Dr. Henry Cloud, James Brown (the news/sportscaster), , Kat Cole, and Chris Barez-Brown.

LEADERCAST exists to positively change the way the world thinks about leadership. This year's theme, "The Architects of Tomorrow," explores what it means to be a visionary leader by the ability to see a preferred future, operate in the present, and utilize the resources around them to architect a clear path to a new destination.

The local event will be held on Friday, May 6, at Columbia Community Church in Richland. Doors open at 7:30 am, and the conference runs from 8 am to 3:30 pm. A local leadership panel will take place during a catered lunch, featuring Rich Cummins, Sharon Brown, Ken Hohenberg and Diahann Howard.

The cost for this day-long event is only \$89 if you register prior to April 1. Get more information and register at [LEADERCAST 2016](#). For additional information, contact [Paul Casey](#).

UPCOMING ASQ COURSES IN APRIL AND MAY

If you've never taken any of ASQ's Virtual courses, you may want to check out some of these:

[Failure Modes and Effects Analysis – Design](#) - April 12
[Effective Communication Skills for Consultants](#) - April 19
[Defining & Achieving the ROI of Quality in Service](#) - May 24
[Quality Fundamentals for Service](#) - May 31

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.



3RD ANNUAL QUALITY & BUSINESS EXCELLENCE CONFERENCE

May 26 - Vancouver, BC

ASQ Vancouver (British Columbia) will be hosting their 3rd annual Quality & Business Excellence Conference on May 26 in Coquitlam, BC. This day-long event features distinctive speakers covering a variety of topics including Lean, Six Sigma, business process improvement, personal excellence and more.

This year's conference theme is "**Quality: Challenges, Changes, and Opportunities**" – and many opportunities will be available to meet other quality professional and find out how they drive value for their organizations.

Participation in the conference is eligible for 0.8 RUs toward ASQ certification. Cost is \$199 for ASQ members, and group rates are also offered. For more information and to register, [click here](#).

SECTION 0614 MEMBERSHIP

As of March 1, 2016, we have 114 members in our Section.

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

Section 0614 NEW MEMBER RECRUITMENT CHALLENGE April 1 – September 15, 2016

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

The winner will receive his or her next annual ASQ membership renewal for free. That's a prize valued at up to \$159! *

This challenge is open to all ASQ Columbia Basin Section 0614 members in good standing as of April 1, 2016, and who remain in good standing through September 15, 2016.

All you need to do is be the member who recruits the most NEW ASQ full national members including a 0614 section membership between the dates of April 1 and September 15, 2016.

How to participate? It's easy!

1. Talk to your work and professional colleagues, your 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 a full ASQ national member, with a 0614 section membership as well and must join on or before September 15, 2016).
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, Jo Haberstock (jkhbme@gmail.com) via email on or before September 15 2016. Please use the subject line "0614 Member Recruitment Challenge."

Notes: To be eligible for the prize, the individual(s) recruited must join ASQ as a full national member with a 0614 section membership on or before September 15, 2016. An individual who has been a member in the past (but whose membership has lapsed) may be recruited as well. Only those who join between the dates of April 1 and September 15, 2016, 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 or equal value. All decisions are final.

* The prize recipient will be reimbursed for their next year's membership fee of the same type held at the time of the challenge (e.g., full national member, student member, enterprise company section member, etc.)

Additional information about ASQ, membership benefits and pricing can be found on the ASQ website at 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.