

STEP OUT AND STEP UP

by **Randy Cline, Nominations Chair**



Life is what you make of it!
One can choose to be happy,
or one can choose to be sad.
We can sit back and complain
about ridiculous political
candidates, the stuff that is
going on at work that doesn't

make sense, or even complain about how the garage
looks at home ... OR we can do something about it!

A famous man, John F. Kennedy, once said, "Ask not
what your country can do for you, but what can you do for
your country." That is one of the most profound
statements which many Americans these days seem to
have forgotten. Many citizens today are taking the
posture of "Entitlement." They owe it to me! What are
they going to do for me...how much do I get...? The
world is in disarray because of this thinking.

In order to make this world a better place, it takes
WONDERFULLY SMART and PASSIONATE people like
yourselves to step out and step up to the ever changing
environment which we live in and make a difference.
Stepping out and stepping up just means in simplest
terms saying "I care about what's going on" and "I'm
willing to make a difference!"

We need people like you to help our ASQ Section 614 to
continue to thrive and become better and stronger to
make a difference in our local communities. Bringing the
education and expertise that you all have to others and
other businesses around you!

Patrick Faulk and I attended the World Conference on
Quality Improvement (WCQI) in May, which was held in
Milwaukee, Wisconsin. Much of the conference was
focused on Innovation. One speaker I particularly
enjoyed was Josh Linkner, who spoke on the topic of
"Creative Disruption." He made a statement saying: "The
riskiest move a company can make is hugging the status
quo." This was saying to me, "Randy, you need to shake
it up!" And if any of you REALLY know me...I don't
usually have that problem! However, we need a bunch of
new people to STEP OUT and STEP UP and help us to
make a difference in our communities and peoples' lives.

You're asking yourself...what is he talking about? I'm
talking about all of you in our ASQ Section who would like
to make a difference and are passionate about helping
people be better! That's what we are all trying to do as
quality professionals...we make things better!

Elections for the 2017 section leadership positions are
coming up and we need to help those leaders who have
so faithfully served as your leaders to share the
leadership development of being a section leader with
you!

For those people that have been a full ASQ member for
at least one year are qualified to serve as one of our
section leaders.

There are several key roles to be filled in 2017. The most
obvious roles are Section Chair, Treasurer and
Secretary.

Other equally important roles include: Membership Chair,
Audit Chair, Certification Chair, Nominations Chair, Voice
of the Customer Chair, Education Chair, Programs Chair
and Publicity Chair.

Please notify me or another section leader if you are
interested in becoming more involved in 2017. There are
many career enhancement opportunities in being a
section leader: National exposure, networking, being
recognized as a leader in your communities,
management development, and you have the opportunity
to make a difference and not just sit back and "hug the
status quo."

I / we will be reaching out to you to serve or collect your
nominations for officers from now until August 5. You
can view the official forms for nominating a member for
one of the key roles on the last two pages of the
newsletter.

It would be wonderful to get new/incoming officers and
team lead roles filled in the coming months and working
alongside our current leadership team and make the
hand-off of duties seamless!

REPORTING FROM MILWAUKEE: 2016 WCQI

by Patrick Faulk, Certification Chair



Last month I was privileged to represent our Section at the 2016 ASQ World Conference on Quality and Improvement (WCQI). This year, in honor of ASQ's 70th anniversary, the Conference was held in ASQ's home city of Milwaukee, Wisconsin, May

14-16, with Member Leader events preceding the conference. The theme of this year's Conference was "Quality Expanded: In the Profession, Through the Organization, and Around the World."

The "Around the World" aspect of the theme was on full display in the Opening Session of the conference, which began with a parade of flags of the 30 countries represented at the Conference this year, with over 2,500 attendees.

Each day of the conference featured one or two keynote speakers. Though none of them came directly from the Quality field, the ideas they presented revealed new ways to look at how quality intersects with and impacts our professional and personal lives. For example, the Opening Keynote was delivered by Stephen J. Dubner, co-author of the best-selling books *Freakonomics* and *Think Like a Freak*. He shared examples from a variety of fields, ranging from turkey farms to hospitals. In each example, he pointed out how we must understand the source of our data and the human behaviors that influence its collection.

Other Keynote addresses were given by James Kane, who spoke about Loyalty; Liz Wiseman, who suggested that we might be at our best when we know the least (what she called "rookie moments"); Dr. Brian Little, a Canadian professor of psychology who taught us to better understand what it really means to be an introvert or an extrovert, how the two can get along with each other, and how we can overcome our basic traits to accomplish things about which we are passionate (which he equated with both "professionalism" and "love"); and finally, Josh Linkner, an entrepreneur and best-selling author, and who laid out the relationship between disruption, innovation, and entrepreneurship.

In keeping with the WCQI theme, the daily presentation sessions focused on six areas:

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

Technology was a recurring theme in these sessions. For example, many Sections and Divisions are leveraging the Internet to engage their membership. The Portland (Oregon) Section presented a very informative session on how they make their monthly meetings available online, with a lot of practical suggestions and lessons learned.

Other sessions I attended covered topics as diverse as: eAuditing; ensuring quality in outsourced services (specifically IT Operations); how to apply Kaizen and Kanban methods from Lean to prioritize process improvement projects; building a

"brand" for (i.e., "selling") Quality in your organization; and applying Lean Six Sigma principles to Agile software development.

Of course, another highlight was the Exhibition Hall, which was open for the first two days of the conference. Exhibitors included ASQ Divisions, professional standards organizations, quality service providers, software vendors – pretty much every segment of the Quality industry was represented.

As a member leader, I also attended two days of training and workshops the weekend before the Conference itself. Saturday morning was the ASQ Community Leadership Institute. Dr. Jeff Soper shared some key principles of branding and challenged us to ask difficult questions about the ASQ "brand," such as: Whose brand is it anyway? Is there awareness of the ASQ brand and its role in the community? How are we increasing that awareness? Are we adding value to members, leaders, the community, and to ASQ itself?

This was accompanied by several breakout sessions in which we brainstormed actions that can be taken to move ASQ toward its goals in 2020, such as: Equalizing the experience of Individual and Organizational members; Maintaining links to early Quality Leaders (Deming, Juran, etc.), while seeking out new ones; Pushing basic quality education earlier in the public educational system (perhaps in concert with Junior Achievement or similar organizations); and recognizing that quality roles and job titles are changing and may go under other names (Organizational Excellence, for example).

On May 12, I attended a very informative session on the shift to electronic testing for ASQ certifications, which will begin in September of this year. (Much of the information from this session was published in last month's newsletter.) Another session briefed us on recent and future changes in how ASQ communicates with the membership. There is a much stronger emphasis on the use of social media, and ASQ is working to provide more centralized resources for Sections and Divisions, such as an expanded Speakers Resource Directory.

The Portland Section made a very interesting presentation on how they have incorporated podcasts and webcasts to reach additional members, many of whom are spread over a large area. All of their monthly dinner meetings are streamed over the Internet; some members attend from their homes or offices, while others gather at "satellite" locations to participate as groups. The Section has also been able to leverage this technology to "bring in" special guest speakers from across the country, without them having to actually travel to Portland for the event. This presentation in particular gave me some ideas that our Section's leadership team may look into in the future.

Next year's WCQI will be held May 1-7 in Charlotte, North Carolina. I can promise you that if you attend, you will come away with a deeper understanding of quality principles and practices and also a greater appreciation for our potential as quality practitioners to make a positive difference in the world around us. It is well worth the time and effort. Events like this remind us that together we really can give the "Gift of Quality" to the world.

FREE MEMBER GIFT: ISO 8991:2015 TRANSITION

Thousands of organizations around the world are transitioning from ISO 9001:2008 to the 2015 version every month. For those still planning the transition process, the June ASQ member gift may help make it easier.

The ISO 9001:2015 bundle includes:

- Document Control System Compliance Webcast
- ISO 9001:2015 for Small and Medium-Sized Businesses Webcasts
- 5 ways to help you prepare (Infographic)
- Standards connection newsletter

Access your gift [here](#).

ASQ CERTIFICATIONS UPDATE

by Patrick Faulk, CSQE

Belated congratulations are in order for Randy Stewart, who passed the Certified Quality Auditor (CQA) exam last December. Congratulations also to Javier Di Mauro, who passed the Certified Manager of Quality/Organizational Excellence (CMQ/OE) exam in March!

Do you have an ASQ certification? If not, you should look into it. Consider the following from the ASQ Certification Handbook:

- The first ASQ certification exam was given in 1968
- Since then, more than 120,000 individuals have become certified through ASQ
- An increasing number of companies (more than 125 at last count) are formally recognizing ASQ's certifications as verification of an individual's knowledge of quality theory and techniques
- A recent search on monster.com, an Internet job listings site, resulted in more than 300 job postings either requiring an ASQ certification or listing it as a preferred quality of a prospective employee

The above information demonstrates the increasing value of ASQ certification as perceived in the marketplace.

As mentioned last month, beginning in September all of the ASQ certification exams will now be administered electronically. The structure of the exams themselves is not changing – only the method of administering them.

ASQ has decided to expand the window for the first round of electronic certification exams, coming up in September of this year. As a one-time courtesy, the exam window is being extended to 45 days, from September 1 through October 15, 2016. Please disregard any previous statements about the exam window starting on September 29. We apologize for any confusion caused by this change.

The updated registration process for the September exams is not yet available on the ASQ website, but will be soon. Keep an eye on asq.org, and watch for e-mails announcing the new process for exam registration. If you have questions, contact me at prfaulk@bechtel.com.

RECRUITMENT CHALLENGE DEADLINE SEPTEMBER 15

by Jo Haberstk

How many new ASQ members have you recruited so far? We're about a month into the challenge now, and just because it's summer is no reason to slack off on your efforts.

In fact, this is a great time to talk to work colleagues, community members and friends and family about ASQ and about our local section. Print out some of our [membership brochures](#) and hand them out to your co-workers. Tell them about the meetings or conferences you have attended. Share the latest section newsletter with them. There are lots of ways to recruit.

ASQ membership provides access to a variety of resources, including training, webinars, forums and group discussions, and more. All at reduced costs (and, in some cases, at no cost).

With a "prize" like this, I hope you are getting new members signed up right now! You could be eligible for the following:

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 now and September 15, 2016.

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

Keep recruiting, and you may win the prize!

GOAL SETTING TO GREATNESS

Workshop - August 2 in Kennewick

Do you or your organization struggle with goal setting? Do you have difficulty with brainstorming or writing a clear goal? This workshop, led by Paul D. Casey of Growing Forward, may be just what you need.

The two-hour workshop includes:

- Clarifying the main things you are pursuing
- Learning to write a clear, actionable goal
- Brainstorming the resources needed for goal attainment
- Determining the essentials for actually getting goals done.

Cost is just \$33. [Register today!](#)

QUOTE OF THE MONTH

"Tact is the ability to describe others as they see themselves."

- Abraham Lincoln

FREE E-BOOK: THE POWER OF A POSITIVE ATTITUDE

There's no such thing as a free lunch. Maybe so, but there is such a thing as a free e-book!

The [Conover Company](#) is offering a free, short e-book, [The Power of a Positive Attitude: How Your Attitude can Change your Life](#). The company also offers free informational webinars, so it's worth checking them out.

There are certain things you can control (like your attitude), and certain things you can't. You can't control whether you'll get cut off in traffic or be late for work because the line was incredibly slow at the local coffee shop. But you can control how you respond to these potentially upsetting events.

You *can* control how you respond to things. This is more important than most people realize. Your attitude determines the altitude of your life, i.e., what level you will live at. Will you let yourself be pulled down by Negative Nancies and naysayers? Or will you choose to overcome your situation and set your own pace with a positive attitude?

This is a very important choice that we all have to deal with almost every single day. This can be especially difficult at work where you are surrounded by colleagues and coworkers who may not understand the importance of a positive attitude or radiate negative energy, but this is also where it is most critical. Your attitude can make or break you.

And, while it sounds good, it's not as easy as it sounds. If you're like most people, you might need a little assistance and some practical tips on maintaining a positive attitude throughout your day. That's where this free e-book may be helpful. [Download the e-book](#).

SUMMER READING: LEADER OF ONE

Gerald Suarez, a strong proponent of leadership skills, has released his first book, titled [Leader of One: Shaping Your Future through Imagination and Design](#).

Included in the book is information about a process called idealized design, a method first applied in corporations by the renowned Wharton Emeritus Professor Russell Ackoff and his team. Ackoff and Suarez worked together to apply the same methodology in the White House where Suarez served two presidents for over a decade. As an internationally recognized authority on leadership and organizational redesign, Suarez found the process worked as easily in the classroom as it did in the boardroom. What works for large organizations works for individuals as well. The methodology is simple, but the implications are profound.

With endorsements from two of his mentors, Stephen Covey and Russ Ackoff, Suarez has fulfilled his dream of "writing a book that reflects my philosophy and experiences in the White House, the boardroom, and the classroom and to pay tribute to the major influences in my thinking."

This 18-chapter book offers a 4-phase "methodology" that consists of a cycle of activities that work together in a holistic fashion: Contemplation, Desire, Design, and Creation. For more about the book and the author, click on this [link](#).

12 TIPS FOR SAFE GRILLING



Summer is officially here now. And another big holiday is fast approaching. When family and friends gather outdoors to enjoy summer weather, it's a good bet that a grill may be involved. The American Home Shield website provides some great

tips for making summer grilling safe. Learn twelve ways that will make your summer grilling safe.

Grilling is a top summer pleasure for many of us, and it's one of the best ways to entertain at your home during warm weather months. In honor of June being **National Safety Month**, here are some tips to keep you and your guests safe when cooking out:

1. Know your grill. When you purchase your grill, take time to read the owner's manual and always follow the manufacturer's instructions for assembly, use, and products.
2. Keep children and pets away from the grill when it's in use. Remember that the grill and its parts retain heat long after the food has been served, so be sure the grilling area stays off limits until everything has completely cooled.
3. Keep all charcoal, starter fluid, matches, and lighters out of the reach of children. Store them away from any potential heat sources, too.
4. Position the grill carefully. The grill should not be close to any walls, fencing, or deck materials. Make sure the grill is not underneath any tree branches, eaves, or ceiling. Check to make sure that the grill is stable and can't easily tip.
5. Only use utensils and tools that are intended for grilling. Utensils for handling food on the grill should be heavy duty and have long handles.
6. Watch your clothing. Keep sleeves, shirttails, and aprons away from the fire.
7. Never leave a grill unattended when in use. Once you've started the fire, don't walk away without assigning someone else to watch the grill.
8. Keep the grill clean. A clean grill has less fat and grease to ignite.
9. Have something to extinguish flames within reach. A fire extinguisher is the best choice, but if you don't have one, keep a garden hose or sand bucket nearby.
10. Protect your hands. Have a flame-resistant mitt or pad handy for hot surfaces.
11. Let coals cool completely before discarding. Even if you think the coals are out, it's best to use a metal container for disposal.
12. Always follow food safety guidelines. It's especially important to make sure that meat is cooked, handled, and stored correctly to avoid food-borne illnesses.

Following these simple [grill safety tips](#) will help ensure that your next cookout is a red-hot success!

2017 WCQI: CALL FOR REVIEWERS AND SESSION MODERATORS

Deadline: July 1

ASQ is currently seeking volunteers to review and provide feedback on proposals for workshops and educational sessions for the 2017 World Conference on Quality and Improvement (WCQI). There is also a need for volunteers to moderate sessions at WCQI. Selected reviewers will be sent between 10 and 20 proposals, usually in early September, to review and provide feedback on. For more information or to apply, [click here](#), or contact ASQ's [Speaker Activities Coordinator](#). Deadline for applications is July 1.

UPCOMING ASQ WORKSHOPS/TRAINING

ASQ offers many courses both locally (in Milwaukee) as well as onsite for organizations with many team members to be trained.

Here are some of the upcoming opportunities in Milwaukee. Costs for ASQ members range from \$799 to \$1399 for these courses.

[Quality Improvement Fundamentals Workshop](#)

July 11, 2016

[Root Cause Analysis](#)

July 11 - 13, 2016

[Corrective and Preventive Action](#)

July 11, 2016

[ASQ Team Excellence Training \(Level 1\): Developing High-Performing Teams](#)

July 11 - 12, 2016

[ASQ's Quality 101](#)

July 12 - 13, 2016

[Lean Six Sigma Yellow Belt](#)

July 12 - 13, 2016

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.

SECTION 0614 MEMBERSHIP

As of June 14, 2016, we have 99 members in our Section.

2016 SECTION 0614 LEADERSHIP TEAM January 1 - December 31, 2016	
Section Chair	Robert Boykin
Treasurer	Kent Ozkardesh
Secretary	Jo Haberstock
Certification/Recertification	Patrick Faulk
Audit	Alvin Langstaff
Membership Chair	Jo Haberstock
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 section website at www.asq614.org.

2017 Section Elections Call for Nominations for Columbia Basin ASQ Section 0614

Please submit names of nominated individuals to Nomination Chair, Randy Cline (RandallCline@yvmh.org), by August 5, 2016.

Nominations require the submission of a nomination petition signed by at least 10 Regular* Members. Individuals must be members of this Section.

Below is a brief description of each position that is open for nominations. Additional information, including membership requirements, is available on the ASQ website or from the Nomination Chair. Each of these positions is for a one-year term. Nominees must be full members of ASQ.

Chair - Provides leadership and oversight to the member unit leadership. Prepares meeting agendas and is the presiding officer.

Secretary - Documents business and maintain records. Serves as the official correspondent.

Treasurer - Oversees funds. Maintains accurate financial records. Reports on financial condition at times directed by the bylaws and policies and procedures.

For more information, please contact Randy Cline, Nomination Chair, at RandallCline@yvmh.org.

*Regular Members are voting members of ASQ. These are Full, Senior, Fellow, and Honorary members, as well as the primary contact from Site, Organizational, and Enterprise memberships.

ASQ Columbia Basin Section 0614 Nomination Petition Form

Nominations from the general membership shall require the submission of a nomination petition, signed by at least **10 Regular Members*** of the Columbia Basin ASQ Section 0614, and submitted to Nomination Chair, Randy Cline, RandallCline@yvmh.org, by August 5, 2016.

Nominee Name: _____

Position Nominated for: _____

Nominee Membership Number: _____

	Member Name	Member Number
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

*Regular Members are voting members of ASQ. These are Full, Senior, Fellow, and Honorary members, as well as the primary contact from Site, Organizational, and Enterprise memberships.