

CHAIR'S CORNER

by Robert Boykin

During my tenure as chair of our fine Section, I have often pondered why more members have not stepped forward to undertake a leadership role in section activities. Now, don't despair and go running for the hills. I am not going to make a request for volunteers. I simply want to ponder a bit about volunteerism. So, indulge me, if you would.

A few weeks ago, a colleague at work asked why I served as a volunteer. The colleague was penning an article about employee volunteerism, and I was chosen as one to interview. After the interview I asked myself, why do I really volunteer?

When I initially chose to be in a leadership role with the section, it was as treasurer. From there I transitioned to the vice-chair's position, then to chair. I never gave a second thought about not traveling in those directions, I simply believed it to be the right thing to do. I was a section member for many years which meant that I cared about the future of the section, so why not become a section leader and help it to grow.

Like many folks, I was raised amidst a torrent of quotes and adages attributed to celebrated individuals. One in particular is credited to Martin Luther King, Jr., which is "Life's most persistent and urgent question is, what are you doing for others?" It was a phrase that was unavoidable, for it was spoken by nearly every church elder, school teacher, and sports coach. Needless to say, the answer to why I volunteered was an easy one – because it was an expectation of those who had gone before me - those whose shoulders I stood on, and whose guidance kept me on a positive path. In short, volunteering was an expectation of those I respected and trusted, so it became an expectation of mine as well.

So, when is the last time you volunteered or thought about volunteerism? Maybe you have plans to volunteer this holiday season or you are a regular volunteer in your community. Maybe you volunteered as a high school or college student. Or maybe volunteerism hasn't entered your mind in years. Whatever the reason, consider mentoring young people about the importance of volunteerism. They are our future leaders, and the more they believe in the importance of spending time helping others, the more likely they are to stand up and be counted. As offered by American activist Marian Edelman, "Service is the rent we pay to be living. It is the very purpose of life and not something you do in your spare time." Volunteerism is an important and needed component in our society, and one that will perhaps (hopefully) never go out of style.

Another quote by an unknown author: "Volunteering is the ultimate exercise in democracy. You vote in elections once a year, but when you volunteer, you vote every day about the kind of community you want to live in".

Be well and be safe.

- Robert

QUALITY EVERY MONTH OF THE YEAR

by Jo Haberstock

Well, it's almost November, and we all know what that means, right?

Get out the winter scarves and mittens!

No – although that's probably a good idea, too – but November is World Quality Month. You know - official recognition of Quality. Although, to me, every month is (should be) Quality Month! Keep reading this newsletter because there's more on that topic later.

But since it's still October as I'm writing this, and also because Robert wrote about volunteerism in his article, I want to share with everyone about our site visit to the Second Harvest facility in Pasco on October 18. We didn't have a large group of participants, but we had a lot of hard workers. After learning a little about the organization and the impact they have in our communities, we toured the facility and learned even more. And then we went to work. Yup, they put us to work sorting pears. Our group sorted 1147 lbs of pears, which we were told was the equivalent of 956 meals. I think we all felt pretty good at the end of the evening – there was a sense of accomplishment and just a nice feeling about knowing we had helped out.

For those who weren't able to join us for the site visit, if you are interested in helping with sorting food at Second Harvest sometime, they often need additional help. Check their [website](#), where you'll find more information.

Our November 8 dinner meeting is sure to be another good one. We'll be getting an update from and information about SIGN Fracture Care International. Be sure to invite your work colleagues and friends – everyone who RSVPs with a guest for the dinner meeting will be entered into a drawing for a gift card.

Also, we will be able to accept credit cards for payment starting November 8. This is in response to some members having asked in the past about paying with a credit card. Since our section is charged for the processing of each transaction, the fee will be passed on to the member/guest.

Hope to see you soon.

- Jo



Tuesday
November 8, 2016

SIGN Fracture Care International

LOCATION:

Columbia River Catering
Shilo Inn
50 Comstock
Richland, Washington

Creating Equality of Fracture Care Since 1999

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

Credit cards accepted; processing fee will be added to the charge.

Reservations are due November 3. E-mail Panda_2@charter.net with your name, phone number, company affiliation, and type of reservation.

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/

Bob Schmitt, Regulatory Affairs, Quality & IT Manager

Richard Grizzell, Operations Manager

SIGN Fracture Care International is a nonprofit, humanitarian organization that builds orthopaedic capacity in developing countries by collaborating with the local surgeons to develop training and implants that support their efforts to provide effective orthopaedic surgery to the poor. SIGN designs and manufactures surgical implants and instruments that are donated, or provided on a cost reimbursement basis, to under-resourced hospitals for the surgeons' use. They also coordinate orthopaedic training of the surgeons in the use of the equipment and other related procedures.

The SIGN IM Nail System is comprised of intramedullary nails (implants) which are held in place with interlocking screws. This treatment is the 'gold standard' for surgical intervention in developing nations. The SIGN IM Nail System is uniquely designed for use in facilities that do not have C-arms (real-time x-ray intra-operatively) or power equipment.

Quality is a key component at SIGN, and team members document each step of design. All of SIGN's products are manufactured in Richland. Over the years, efficiency and production have been improved through the use of quality techniques and new machinery. SIGN has been the recipient of awards for Manufacturer of the Year in Washington State in past years.

Join us on November 8 to hear about the latest news – and challenges – from Bob Schmitt and Richard Grizzell. We will learn more about SIGN's history and how SIGN:

- Brings healing to the working poor
- Implants hope through innovative design
- Provides training to surgeons in developing countries
- Responds to disasters
- Ensures in-house design and production quality

With SIGN's help, surgeons can treat more patients and hasten healing so individuals can return to work and resume care and feeding of their families.

CERTIFICATIONS

by Patrick Faulk, Certification/Recertification Chair

Congratulations to Javier Di Mauro and Rebecca P. Raven, who passed their Certified Quality Auditor (CQA) exams in June! These were the last certification exams proctored by our local Section. All certification exams are now computer-based, and are administered through Prometric Test Centers. Thanks to everyone who assisted with proctoring the exams over the years. It was a valuable service to our members, and greatly appreciated.

Upcoming Certification Exams

The next certification exam testing window is December 1-17, 2016. The following certification exams will be available:

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

The application deadline for the above exams is Friday, November 4, 2016. Applications may be submitted online at <http://asq.org/cert/certifications> (you will need to log in with your ASQ account). The application form can also be printed and submitted by snail mail, e-mail, or fax. Exam fees for ASQ members range from \$244 to \$348; non-members pay an additional \$150.

Once your application is approved, you will schedule your exam directly with a Prometric Test Center. Those nearest to us are located in La Grande, OR and Spokane, WA. The ASQ website has direct links for registration.

Additional details about ASQ's computer-based certification exams are available online at <http://asq.org/cbt/>.

Renew Your Certification Online

If you already have an ASQ certification, you can now complete and submit your Recertification Journal online. You must first log on to the ASQ website with your member account, then go to the "My Recertification Journal" link.

For each recertification area, you can record Recertification Units (RUs) as you complete qualifying activities. You can also upload the required supporting documentation electronically. Once you have logged an activity and uploaded the documentation, you don't have to worry about locating the information when it's time to renew. Once you have logged 18 RUs, you can submit your online Recertification Journal up to six months before or after your certification expiration date.

Don't forget that each Section meeting or workshop attended is worth 0.3 RU. That may not seem like much, but if you attend only six per year, that adds up to 5.4 RUs over a three-year period, almost a third of the RUs required for recertification.

If you wish to synchronize the renewal dates of multiple ASQ certifications, you will still need to submit your Recertification Journal and supporting documentation to the Section Recertification Chair. Synchronization cannot be handled using the online Journal.

Contact Patrick at prfaulk@bechtel.com for questions about the certification/recertification process.

BRING A GUEST – YOU MAY WIN A GIFT CARD!

Our November 8 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 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 November 3. 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.

PAUL CASEY TO SPEAK AT MCLDA MEETING NOVEMBER 10

The November 10 meeting of the Mid-Columbia Leadership Development Association (MCLDA) features Paul Casey, who will share the importance of **Reaching for Rock-Solid Relationships**. Leadership is all about relationships, and being emotionally intelligent as a leader adds to your influence. Next to vision-casting, this is a critical leadership skill since we all know that when people resign, they are usually leaving their manager, not their company.

Paul will provide practical tips for being an excellent relationship-builder—tips that can be applied right away. You will also learn about the five relationships in your leadership position that you need to keep strong, along with suggestions on how to enhance those relationships.

The dinner meeting will be held at the Shilo Inn, Richland, starting at 5:30 p.m. Cost is \$20 for the dinner meeting or \$5 for just the presentation. For more information or to make a reservation, contact Jamie at jamie_perez-carter@rl.gov.

OCTOBER MEMBER GIFT – CERTIFICATION RESOURCES

The goal of this month's ASQ free member gift is to give those who are ready to take this next step in their professional progression as many tools and resources as possible to ensure success.

If you've been thinking about taking a certification exam in the near future, save this gift. If even one element from this bundle serves to help you smooth your pass to success, it will be worth it.

The gifts include:

- Free Guide – *Certification Journey: Your 8-Step Guide* (video)
- New Webcast – *Preparing for a Certification Exam*
- Complete E-book – *The Certified Manager of Quality/Organizational Excellence Handbook*
- Complete E-book – *The Quality Improvement Handbook*

[Click here](#) to get your member gift.

GOT QUALITY?

by Jo Haberstok

Raise your hand if you know that November is **World Quality Month**. I hope a lot of hands went up.

As most of you know, I'm fairly active in our ASQ section but, to be honest, if it weren't for that involvement and regular communications from ASQ, I probably would never know each year that November is World Quality Month. You'd think something as important as quality would get more press...

When you think "quality," what comes to mind? Maybe you remember something about your last vacation – a really great hotel you stayed in or an exceptionally good meal you had. Perhaps you received outstanding service at a local establishment.

Quality is important in all aspects of our lives. We don't need to have the word Quality in our job title to be aware of, use many of the tools of, and appreciate quality. Who doesn't notice and appreciate good customer service and quality products? And who doesn't notice right away when something *isn't* all that great? I read online recently that 95% of unhappy customers do not complain when they are not satisfied, but over 90% of upset customers do not return. And each unhappy customer will tell 10 others about their experience.

Here's a suggestion. I propose that we all do at least one special thing in the month of November to celebrate Quality and to help promote Quality in our professional and/or personal lives. It doesn't have to be anything grandiose, just something to help improve a process at work (or in an organization you belong to) or to help out in some way in your local community.

I'll bet most of us do more than one thing every day that is in support of quality or that utilizes quality tools in some way. It may be that your job is in a quality department and you perform assessments or assist customers with performance metrics or responses to audits on a daily basis. Maybe your job doesn't have "Quality" in the title or you aren't currently working outside your home, but your daily activities involve helping others through planning, scheduling, communications, leadership, training, team building ... the list goes on and on.

How about in our personal lives? Helping your children or grandchildren understand how to solve problems or communicate better with their peers? Talking about teamwork and the importance of goals? The arts of negotiation and compromise and win-win ... these are all related to quality, aren't they? Quality is wide-ranging and encompasses so many different types of activities!

Let's all make a promise (if only to ourselves) to participate in at least one additional quality-related activity in the month of November. Here are just a couple of ideas:

- Share a good article you've read with others
- Go through your closets or garage and donate unneeded items to help others in need
- Assist a friend or colleague in learning a new skill or improving a current one
- Call a local nursing home or other charitable organization and offer to read to or visit with residents
- Pay for the drink or food of the person in the car behind you at the espresso or fast food drive-thru.

Put on your thinking caps, and celebrate World Quality Month in style. Pay it forward!

QUOTE OF THE MONTH

"Strive not to be a success, but rather to be of value."
~ Albert Einstein

SECTION 0614 MEMBERSHIP

As of October 12, 2016, we have 102 members in our Section.

2016 SECTION 0614 LEADERSHIP TEAM January 1 - December 31, 2016	
Section Chair	Robert Boykin
Treasurer	Kent Ozkardesh
Secretary	Jo Haberstok
Certification/Recertification	Patrick Faulk
Audit	Alvin Langstaff
Membership Chair	Jo Haberstok
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	Jo Haberstok
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 may be of value to quality professionals. To be considered for the next newsletter, input must be received by the 10th of the month.

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.