



CHAIR'S CORNER

by Robert Boykin

As you know, "quality time" can be defined as time spent in giving another person one's undivided attention in order to strengthen a relationship, especially with reference to working parents and their child or children. This could be an issue because in today's fast-paced world, where emails, texting, Twitter, Facebook, and other social media seems to take priority over everything else, finding an occasion to spend "quality time" with those that mean the most might be challenging at best.

How can we use our time wisely? The following has been suggested as ways to become more efficient with our time, manage our work and home loads, and better enjoy the time we already have.

Determine how you spend your time. There are a variety of ways to do this. Try keeping a log or journal for several days. Or make a chart or graph illustrating how your time is spent. Be sure to keep track of everything that's taking up your time: sleep, work, eating, chores, school, etc. Be honest with yourself here. This will show you how best to manage your time, especially if you find yourself upset at spending so much time in one area of your life.

Write down goals. Now that you know where your time is going, how would you *like it* to be spent? Mainly, what do you want to change about your current routine? If you noticed any wasted time, start by making a goal to address it. For example, if you found yourself spending several hours responding to pointless emails, taking extra breaks, or waiting for things, make it a goal to rescue that wasted time.

Prioritize your goals. This doesn't have to be incredibly detailed. Just rank your goals in the order in which you'd like to complete them. Try to put at least 30 percent of your weekly time toward accomplishing a goal. Re-evaluate your goals periodically. You may find after accomplishing some tasks that your priorities have shifted. Alter your goals if desired.

Plan your time. Give yourself a manageable range of time and make a list of the goals you must accomplish. Keep a separate list of things you'd *like* to get done. Then, look at your week and assign tasks for each day that get you closer to achieving your goals. Remember to include time for family, relaxation, and personal time. While you don't need to detail what you'll be doing, you should be sure to block out the time.

Realize that your time is valuable. Don't allow your schedule to fill up with things that don't get you closer to your goals or that don't make you happy. If something seems like a waste of your time, try to cut it short or get out of it. Likewise, don't feel you have to accomplish everything yourself or it won't be done correctly. You'll most likely need to learn how to trust and let go in order to accomplish your tasks. Remember this quote from Michael Altshuler: "The bad news is time flies. The good news is you're the pilot."

Be well and be safe.

- Robert

DEJA WHO? DÉJÀ VU!

by Jo Haberstock

As Gomer Pyle might say, "Surprise, surprise, surprise!" If our February 7 meeting announcement, speaker and topic sound very familiar, they should. For those who didn't sign up for our January meeting, you probably don't know that we canceled it because of the truly awful weather. Better safe than sliding around on snowy and/or icy roads that evening. It definitely turned out to be a good decision, and I for one was happy to just wrap up in a comforter at home that evening rather than try to brave the weather.

So, *deva vu*, and now we are again gearing up for a very interesting and educational meeting on February 7. We are fortunate that our planned speaker, Mike Blatman, was able to accommodate the change in dates. Please share the meeting announcement with other work colleagues, friends and family members who may be interested. This is a topic that should be of interest and value to everyone.

How many of you have ever found yourself in a volatile hostile situation? Or maybe (hopefully) you haven't, but we have all probably encountered hostile individuals, either in the workplace or in our personal lives. Who hasn't witnessed an upset customer taking out his/her frustration on a receptionist, cashier, or customer service representative? There's no getting around the fact that some people are angry, confrontational, manipulative, aggressive, intimidating and/or hostile.

Merriam-Webster defines "hostile" as: (a) of or relating to an enemy (e.g. *hostile* fire); (b) marked by malevolence; having or showing unfriendly feelings (e.g., a *hostile* act); (c) openly opposed or resisting; and (d) having an intimidating, antagonistic or offensive nature.

I was reading an article on the University of Cincinnati's website recently that said in a hostile situation it is best to be polite and courteous but also be aware of one's surroundings and available help, and to try to avoid confrontation if possible. It went on to say if things do become confrontational, it is important to not over-react or be threatening; rather, you should try to remain calm, be respectful but firm, and try to put space between yourself and the individual.

Can we put any of our quality-related knowledge, skills and/or experience to work in such situations? I believe we can. Assessing situations, including the potential risks, using positive communications, and being aware of and controlling our own stress responses can all be helpful.

It's never easy dealing with a hostile person or situation. And it is easy to become flustered or upset when confronted with an angry person. Our February speaker will share information to help us better understand such situations and, in turn, respond in a calm and controlled manner.

Hope to see you at our February 7 dinner meeting. In the meantime, stay warm!

Jo

Tuesday, February 7, 2017

How to Handle Hostile Situations

LOCATION:

Columbia River Catering
Shilo Inn
50 Comstock
Richland, Washington

TIME:

5:30 p.m. - Check in/Networking
(no-host cocktail service)

6:00 p.m. – Appetizers

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!

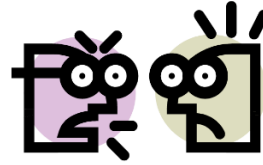
Cost:

\$20 ASQ members
\$25 non members
\$5 presentation only
Cash, check or credit card (fee)

Reservations are due by February 2. 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/



Michael Blatman, CPP

Kennewick Police Department

The customer is always right. Right? Even the most professional among us have probably encountered at least one customer who felt he or she was right to the point of a potentially hostile situation. And sometimes even other team members may become unexpectedly angry and/or violent.

Workplace violence is any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site. It ranges from threats and verbal abuse to physical assaults and even homicide. It can affect and involve employees, clients, customers and visitors. Homicide is currently the fourth-leading cause of fatal occupational injuries in the United States. According to the Bureau of Labor Statistics Census of Fatal Occupational Injuries (CFOI), of the 4,679 fatal workplace injuries that occurred in the United States in 2014, 403 were workplace homicides.

In spite of our best efforts to provide courteous and responsive service to customers, and regardless of how helpful and kind we may be to those around us, we cannot always predict how other people will act or react. It doesn't matter whether you perform audits, design software, sell used cars, schedule appointments, coach football, or manufacture medical devices, we all run the risk of facing a hostile encounter.

Join us February 7 to learn how to prepare to handle a hostile situation. We will discuss how to:

- Defuse an irrational person
- Calm an angry person
- Let your attitude reverse a situation
- Identify the stages of partnered behavior
- Stay calm, composed and objective
- Communicate clearly
- Be mentally prepared

About the Speaker: Michael Blatman, CCP, is a Crime Prevention Specialist with the Kennewick Police Department, a position he has held for 38 years. He is also the Law Enforcement Coordinator for Tri-Cities Crime Stoppers. Tri-Cities Crime Stoppers encourages members of the community to assist local law enforcement agencies in the fight against crime by overcoming the two key elements that inhibit community involvement: fear and apathy. .

GET YOUR JANUARY MEMBER GIFT

The free gift from ASQ this month is all about career-building resources. It's a sampling of some of the best resources to help members succeed, whether building a professional portfolio or moving toward something new and/or more fulfilling in the future.

Resources include:

- ASQ 2016 Salary Survey and Quality Progress' Salary Calculator
- Free e-books on team excellence, process improvement and innovation
- Career-focused articles, webcasts and new ASQTV episodes on careers and the quality profession.

Access your member gift by January 31 by clicking [here](#).

REGISTER FOR WCQI 2017

May 1-3 in Charlotte, North Carolina

ASQ's World Conference on Quality and Improvement (WCQI) has a 70-year tradition of educating, engaging, connecting, and inspiring leading professionals from around the globe. Each year thousands of quality professionals gather to share best practices, expand their network and further develop their professional growth.

This year's Conference will be held May 1-3 in Charlotte, North Carolina. The theme: Grow Your Influence: In the Profession, Through the Organization and Around the World. Conference sessions will feature thought leaders and knowledge that best demonstrate the successes, tested solutions, and proven results these disciplines can bring. Scheduled keynote speakers include [Jeremy Gutsche](#), [Kelly McGonigal](#), and [Celeste Headlee](#).

Of those who attended the 2016 conference, 97% said they would recommend WCQI attendance to a friend or colleague. Click here for a [video](#) showing what you can expect from the 2017 conference.

Early bird registration (ends March 10) is \$995 for ASQ members and \$1,195 for non-members. A discount is available for groups of 3+). For more information and to register, [click here](#).

2nd HARVEST NEEDS VOLUNTEERS

by Jo Haberstok

I had an opportunity to help out again at 2nd Harvest in November. As those of you who participated in our section's October site visit and sorting activity there know, on that date we were sorting pears. More recently, I put together boxes and box lids in preparation for their big pre-Thanksgiving food event held at TRAC. Others helped with sorting and boxing up food items. It was another very rewarding opportunity.

Over the holidays, there are a lot of food drives, but hunger doesn't take a break. It is not just about a certain time of the year, it's about doing what we can every day of the year to help others.

If you would like to get involved in the future, either on a one-time or regular basis, check the [2nd Harvest website](#) for upcoming opportunities.

WHERE IN THE WORLD IS OUR WEBMASTER...AND WHAT IS HE UP TO?

Hi, it's me, **Steve Prevet**. I am still keeping some roots in the Tri-Cities with being your webmaster. Thought I'd provide a New Year's 2017 update of where I am and what I'm up to.



I've been seven years now in Aiken South Carolina, working for Fluor at Savannah River Nuclear Solutions on the US DOE Savannah River Site. I had two contract statisticians working with me, one just retired at the end of 2016, so we have a bit of a transition going on here. Several organizations, including Occupational Safety, Nuclear Safety, and Safeguards and Security have made heavy use of our Statistical Process Control work over the past seven years. In addition, I picked up work at the Portsmouth, Ohio and Paducah, Kentucky sites to do ES&H, Event Reporting, and Corrective Action Management charts for both sites.

A big breakthrough has been work for the new Fluor contract at Chalk River, Ontario. This work is for the newly formed Canadian Nuclear Laboratories, of which Fluor is a partner contractor. I've worked closely with the incumbent corrective action management personnel there to establish an SPC-based scorecard for Contractor Assurance. This is to meet the stated requirements of "The Crown" (Canadian Government) with the new government owned - contractor operated relationship. Several performance based fees this year are tied to development of the SPC based Contractor Assurance Scorecard. We are at over 800 charts now. I'm about to visit Chalk River for the fifth two-week visit in January. Oddly enough, they already had in place a trending procedure I wrote at Hanford prior to the contract transition.

I'll also be speaking to ASQ Section 407, Ottawa Valley in January (<http://asqottawa.ca/>).

Fluor Government Group has picked me up as a member of Headquarters Staff out of Greenville SC. I will remain in Aiken SC in order to support Savannah River and my other customers. I have been tasked to develop an overall Fluor Government Group SPC-based Scorecard cutting across all FGG projects, which include not only nuclear sites but also other government support contracts for FEMA and the DOD and other government services provided by Fluor. I've completed the initial prototype and am excited to see how it will promulgate across FGG. I also did some pickup statistical analysis to assist a Fluor project in Denver CO on a new light rail system. In 2015, I was chosen to attend an "Innovation Unwrapped" workshop for a week in San Francisco CA, which added to networking possibilities in Fluor.

Meanwhile, I still have the model railroad, and trying to do college instruction, my latest employer there is Southern Illinois University at Carbondale which offers four year degree course work at military bases. I've taught two electronics courses at Jacksonville Naval Air Station so far.

So, I do keep in mind "y'all" at Richland, "eh"? Wishing you all the best for 2017.

FIVE QUESTIONS THAT CAN HELP YOU GOAL-SET FOR A NEW YEAR

by Paul Casey

Experience is not the best teacher: evaluated experience is. Here are some questions to ask yourself to strategically plan out your goals:

- ✓ If I were to ask my family right now, "Have I appropriately balanced my family life with my work life?" what would they say?
- ✓ In the past year, how have I developed myself as a leader (i.e., conferences, books/magazine reading, Internet research, audio listening)?
- ✓ Reflect on your previous year at work and look at each major event or ongoing activity. What specifically worked and what didn't? Why?
- ✓ If push came to shove, what one event/activity would I drop off from doing that has the least impact toward fulfilling my or my organization's mission?
- ✓ What dream events/activities do I wish I could initiate (if I had the manpower, time, or finances) that I think would really make a huge impact?

Answers to these questions will help you kick-start planning and help you rise to new heights in the coming year.

Paul D. Casey is an author, speaker and certified Life Coach. His latest book, Maximizing Every Minute, was recently published. Contact Paul at www.paulcasey.org to take advantage of a free Goal-setting for Greatness coaching session.

A PRACTICAL FIELD GUIDE FOR ISO 9001:2015

The intent of this 170 page field guide, by Erik V. Myhrberg, is to assist organizations in implementing a step-by-step quality management system in conformance with ISO 9001:2015, whether an organization is starting "from scratch" or transitioning from ISO 9001:2008. The guide examines each sub-clause of clauses 4 through 10 of ISO 9001:2015, which contain the standard's requirements. A two-page spread is dedicated to each sub-clause—containing detailed written explanations and full-page flowcharts as visual aids.

What may separate this guide from others on ISO 9001:2015 and its implementation are the flowcharts showing the steps to be taken in implementing a QMS to meet a sub-clause's requirements. As the flowcharts themselves can be overwhelming when you first look at them, a text box appears with each flowchart that explains pertinent facts and/or what the flowchart represents and how it is to be used. ASQ member price is \$40. (List price is \$60.) For more information or to purchase, [click here](#).

QUOTE OF THE MONTH

"Time is the most valuable coin in your life. You and you alone will determine how that coin will be spent. Be careful that you do not let other people spend it for you."

~Carl Sandburg



MAKING CHANGE IN COMPLEX ORGANIZATIONS

This book, written by George K. Strodbeck III, and published in 2016, is written for the leader or management team of any complex organization attempting to lead an organization-wide change. It includes lessons learned during more than 43 years of experience working in complex, large-scale organizations, which are shared to help others lead change successfully and avoid at least some of the pitfalls that come with it.

Cost for ASQ members: \$30. For more information [click here](#).

LEARN AND GROW AT EDGE 15

January 31 – Kennewick

Need some inspiration for 2017? Check out EDGE 15, the final of the EDGE sessions, presented by author, trainer and coach Paul D. Casey, and sponsored by Summit Funding.

EDGE 15 will be held January 31 from 4 to 6 pm at HAPO Credit Union, 7601 W. Clearwater in Kennewick.

Four special speakers will share their insights:

- Don Hart: "What Kind of Animal Leader Are You? I am a Zebra!"
- Eric Hsu: "Hacking the Elevator Speech: Using Science and Storytelling to Stand Out"
- Enrique Alcalá: "The Mind of a Leader"
- Paul Casey: "Self-Leadership Questions You Must Ask Yourself to Be Successful"

Cost is just \$33, or \$26 if registered by January 17. A special discount is also offered for groups of four or more. To register or for more information, [click here](#).

THE ART OF PARTICIPATORY LEADERSHIP

February 2-4 Tacoma

The times we are living in call for more effective meetings, better engagement processes, participatory leadership and the ability to craft strategy from collective wisdom and impact. This year's Art of Participatory Leadership builds on a tradition of trainings in the region from the last several years. It is an intensive 3-day experience where participants practice a set of simple yet powerful approaches for designing and hosting powerful conversations and meetings that change how you change. It is an effective way of harnessing the collective wisdom and self-organizing capacity of groups.

The Art of Participatory Leadership may help you:

- Enhance your skills and abilities to work with complexity & change
- Expand your toolkit for facilitating dialog and change
- Apply what you are learning directly to the change projects that are important to you

The conference will be held at Pacific Lutheran University in Tacoma. Cost is \$795 per person. For more information, [click here](#).

LEADERSHIP DEVELOPMENT THAT LEAVES A LEGACY - February 7

Every organization needs a pipeline of new leaders. This workshop, presented by Paul D. Casey, will be February 7 from 1pm to 4pm at HAPO Credit Union, 7601 W. Clearwater, in Kennewick.

Topics covered include:

- Why leadership development (LD) must be one of your highest priorities
- The essentials for developing a quality LD program
- The 3-legged Stool of LD

Cost is \$65 (only \$58 if registered by January 24). For more information and a flyer to share with others, [click here](#).

2017 ROCKY MOUNTAIN QUALITY CONFERENCE VIRTUAL CONFERENCE – March 9 & 10

The 2017 Rocky Mountain Quality Conference will be held on-line March 9 & 10 with supporting workshops on March 11. Join over 500 professionals and 20 industry leaders in the field of Quality and Process Improvement from your own computer. Experience live lectures where you can see and communicate with the instructor in real time. Save travel expenses and time without sacrificing a true learning and education experience. The conference includes five tracks to choose from: to download the full schedule for the tracks, click the links below.

[Track One Government Schedule](#)

[Track Two Healthcare Schedule](#)

[Track Three Project Management Schedule](#)

[Track Four Lean Organization Schedule](#)

[Track Five Professional Development Schedule](#)

[Keynote speakers](#) for the conference are Forrest Breyfogle of Smarter Solutions, whose topic is "Operational Excellence," and JR McGee of X-Stream Leadership Group, whose topic is "How Attitude can Overcome Adversity." Cost is \$250. For more information and to register, click [here](#).

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 may be of value to quality professionals. To be considered for the next newsletter, input must be received by the 10th of the month.

JANUARY 23 IS NATIONAL PIE DAY HOW TO CELEBRATE

(excerpted from *Foresters newsletter*)

There's more to enjoying pies than just pie charts, right? Obviously the best way to celebrate is to eat pie – even if it's one you bought from your local grocery store or bakery. But here are some other sweet ways to celebrate:



- **Invite someone you like for a pie-baking day.** Work together to make as many pies as you can, then split the fruits of your labor and fill your freezer with delicious dinners and desserts for the coming weeks and months.
- **Serve a pie-only meal.** Start with mini quiches as your appetizer, move on to a savory pie like *Tortière* or chicken pot pie for the entree, and then finish with your favorite sweet pie for dessert.
- **Share a pie.** Drop off a pie at your local fire department, take one to a new neighbor to welcome them to the neighborhood, or give one to someone who has been struggling in some way and could use a little homemade comfort.

Sharing food is a wonderful way to share love, so consider making National Pie Day a day with friends and family, and also a day for giving to others.

SECTION 0614 MEMBERSHIP

As of January 10, we have 107 members in our Section.

2017 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	Liz Dickinson
Nominating Chair	Becky Corral
Programs Chair	Jo Haberstock
Webmaster	Steve Prevette
Newsletter Editor	Robert Boykin
Publicity Chair	Jo Haberstock
Voice of the Customer Chair	Vacant
Education Chair	Vacant
Community Outreach Chair	Vacant

