

CHAIR'S CORNER

by **Robert Boykin**

Leadership – (noun): the action of leading a group of people or an organization.

As so happens, I could not uncover a month or specific period of time that is recognized as leadership day or leadership month, similar to March being recognized as National Nutrition Month, along with a host of other observances. So, let's for the sake of agreement, suggest that every day is identified as leadership day.

Last month, the Chair's Corner focused on "How to Demonstrate Successful Leadership in the Workplace." Centered on effective communication, its message was that a person should practice enhancing their leadership skills throughout their career which would allow them to excel as a professional, enjoy their work more thoroughly, and be respected by others. Have you evolved, or are evolving as an effective leader? Following are five ways that can help you to become a successful leader. (Excerpts are from Dale Carnegie's Leadership Training)

Be the king of conversation and the lord of listening.

- If you aspire to be a good conversationalist, be an attentive listener. To be interesting, be interested.

Believe in your vision

- One thing that makes successful leaders stand out among their peers is their willingness to see something differently and do something out of the ordinary.

Seek opportunity in failure

- For all leaders, failure and rejection are almost certain. Learning and developing resilience is what separates the wheat from the chaff, the 'want to be' from the 'going to be.'

Love what you do and do what you love

- People rarely succeed at anything unless they have fun doing it. Success is getting what you want; happiness is wanting what you get.

Seek to learn and expand your soul

- Learning is the foundation of success and the foundation of your story as a leader. Those who are most successful seek opportunities to learn, constantly striving to find new methods to achieve more, and be more efficient about it.

One of the most important things that Carnegie holds as key to success, is **action**. Don't sit around waiting for the 'right time,' worrying what might come tomorrow. Instead, take your first step on the road to being a successful leader today.

Push yourself - because no one else is going to do it for you.

Be well and be safe.

- **Robert**

RAISE YOUR HAND IF YOU'RE A LEADER

by **Jo Haberstock**

How many of you raised your hand? Everyone, right?

In my many years in the workforce, I've often been surprised by comments from co-workers when the topic of leadership comes up. They're like Maynard G. Krebs (for those who recall the old Dobie Gillis TV show), when someone says the word "Work"! If someone says "Leader" they shrink back and say "Not ME!"

I've served in a number of positions, which have included some interesting job titles, and I've found that no matter the title, almost all jobs include some leadership roles or activities. Even if your position doesn't have "manager" or "leader" or "team lead" in the title, and even if you have a manager or supervisor looking over your shoulder several times during the day (sigh!), you probably still have some lead responsibilities, if you stop and think about it. We're all in charge of our own lives and the quality and quantity of the work we do. We plan, we organize, we communicate with others to make decisions and to get things done. And, at least in my opinion, we all can improve in our leadership skills.

Perhaps what I'm saying here sounds a bit contrary to Robert's article. That's because when you see Leadership defined as it is there, the role does appear to be about being in charge of a group or organization. Some other definitions expand a bit more to include "the ability to lead..."

There are those who believe that leadership cannot be taught, although most agree that skills may be learned and enhanced through coaching, mentoring, and training.

Everyone has their own idea of what leadership is, and not everyone leads in the same way. Some think it is about guiding others to complete a specific task, while others believe it's more about motivation. I think it also includes effective communications, understanding others and their work styles, and a passion for success and continuous improvement.



Our featured speaker on April 11 will be Matt Kincaid, whose book, [Permission to Speak Freely: How the Best Leaders Cultivate a Culture of Candor](#), has just been published. He has a real passion for leadership and for helping others. Matt has delivered workshops and leadership programs to a wide range of clients including U.S. Department of Energy, DuPont, Procter and Gamble, Washington-Alaska Healthcare Association, Mission Support Alliance, the Richland Fire Department, and the Tri Cities Cancer Center.

I hope you will be able to join us for the April dinner meeting. Invite your work colleagues and friends – even your manager! It is sure to be a good learning experience for all.

- **Jo**

TUESDAY, APRIL 11, 2017

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

(cash, check or credit card)

Reservations are due April 6.
Email panda_2@charter.net
with your name, phone number
and 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/

“Permission to Speak Freely: How the Best Leaders Cultivate a Culture of Candor”



Matt Kincaid
Blue Rudder

Looking for new ideas and innovations? Wonder why it seems like no one ever speaks up in team meetings? Feeling like you almost have to force others to offer their opinions?

Candid communication enhances innovation, ownership, engagement, and performance. The benefits of hearing questions and uncertainties, good and bad ideas, and honest feedback are game-changing. Yet research shows that most of the time people never share their true thoughts with each other - and especially not with their leaders.

But what if they *did*? What if everyone could confidently communicate without fearing a negative response?

In this presentation, highly acclaimed leader developer Matt Kincaid will illustrate the benefits of candor, explain the inhibitors that cause it to feel unsafe, and provide tools for leaders to embed trust and openness into the foundation of their organizational culture.

And what is just as important to effective communications as talking? That's right, listening. We must be open to really listening to what others have to say. And we must be willing to hear both the good and the bad.

To be successful, organizations need new and creative ideas. Who best to come up with them than the team members who are in the trenches, those who have to follow the procedures, the people who know and in some cases even repair the equipment?

Join us on April 11 to learn something new (or possibly just reinforce things you already know) about the importance of open and free-flowing communications. The concepts apply to all of us, as we are all leaders in various aspects of our daily lives.

About the speaker: Matt Kincaid holds an MBA and a PhD in leadership studies from Gonzaga University. He currently serves as an associate professor of business at Heritage University and has been a top-rated instructor for the past eight years. Matt's work on servant-leadership has been published in the *International Journal of Leadership Studies* and the *International Journal of Servant-Leadership*. His book, *Permission to Speak Freely: How the Best Leaders Cultivate a Culture of Candor*, has received high praise from critics as well as several *New York Times* bestselling authors, and released internationally on March 20. Matt has delivered workshops and leadership programs to a wide range of clients including McDonald's, DuPont, Procter and Gamble, U.S. Department of Energy, Washington-Alaska Healthcare Association, Qualitel, Mission Support Alliance, the Richland Fire Department, and the Tri-Cities Cancer Center.

BRING A GUEST – YOU MAY WIN A GIFT CARD!

Our April 11 section dinner meeting is going to be another good one. I'm sure you were already planning to invite friends and 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 better odds of winning the gift card!

Reservations for the meeting are due April 6. 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(ies).

GET YOUR FREE MARCH MEMBER GIFTS

The March ASQ Member gifts are all about Lean and Lean Culture. Lean continues to grow in popularity and use, seen as a strategy and set of tools that assist with eliminating waste and increasing efficiency. However, some organizations are realizing that the initial wins after implementing this strategy can be challenging to sustain over time.

Why? As Peter Drucker so aptly put it "Culture eats strategy for breakfast." In order to sustain wins and continuously improve, organizations must create a culture of quality and a culture of lean.

This month's gifts include resources to assist in transforming your organization into a lean culture. Included are:

- ✓ Webcast: "The Joy of Lean " (48 minutes)
- ✓ E-book: "Lean Acres" (240 pgs)
- ✓ Bonus Webcast: "Lean Acres" (45 minutes)
- ✓ Plus additional webcasts, videos, and case studies

Access your March gift [here](#).

CELESTE HEADLEE – KEYNOTE AT WCQI

The afternoon speaker at the ASQ World Conference on Quality and Improvement (WCQI) on May 2 will be radio host, author and award-winning journalist Celeste Headlee. Her talk on the *10 Ways to Have Better Conversations* has been viewed by more than 6 million people around the world.

The 2017 WCQI will be held in Charlotte, North Carolina, May 1 through 3. For more about the conference, other speakers, educational sessions, etc., and to register, click [here](#).

2nd HARVEST – FEEDING FAMILIES FOOD DRIVE

March 27-April 6

Local television station KNDU, Bechtel, AECOM and their Hanford affiliates have teamed up for the annual Feeding Families Food Drive March 27-April 6. Donations of cash and food will help feed our neighbors in need in the Mid-Columbia.

You can drop off non-perishable food or cash at the KNDU studios, 3312 W. Kennewick Avenue, in Kennewick, Monday-Friday between 8 am and 5 pm. You can also donate online [here](#). Every \$1 provides 5 meals!

MISTAKE-PROOF YOUR ORGANIZATION

In the latest episode of [ASQTV](#), nonconformance, corrective and preventive action are explored, along with how they are all essential to mistake-proofing organizations.

This episode is based on and references an article by our very own (section member) **Dennis Arter**! Check it out to learn more.

LIGHTS OUT FOR A GOOD CAUSE

EARTH HOUR - MARCH 25 8:30 – 9:30 PM

(from Foresters newsletter)

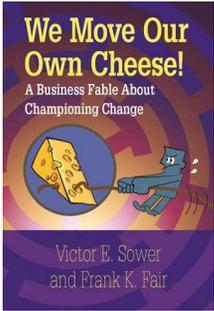
Every year Earth Hour is celebrated by people around the world who turn their lights, appliances, and all electronic devices off from 8:30pm-9:30pm local time. The idea is to send a global message about the impact of climate change and the importance of conservation. What started as a small event in Sydney, Australia in 2007 has now grown to include more than 7000 cities and towns worldwide. In fact, in 2015 a record-breaking 172 countries and territories took part in Earth Hour with about 10,400 landmarks participating in the event.

Earth Hour is a good reminder that it's important to conserve energy *all the time* in order to be good environmental stewards, and that we need to be accountable for the ecological footprints we leave behind.

Powering down for an hour is all you really need to do during Earth Hour, but there are ways to make it fun and even more meaningful for your family and friends:

- **Take stock of your emergency kit.** Or create one if you haven't already.
- **Talk to each other.** (Novel idea, huh?) We live in a busy world where so many things compete for our time and attention. Use the quiet of Earth Hour to really reconnect with the people you love. Talk, laugh, reminisce and enjoy the wonderful things that make you the unique and special family that you are.
- **Make dinner.** Test your family's or friends' blackout survival skills by preparing a meal without using any power.
- **Break out the board games.** Those "old fashioned" board games will be a refreshing break from video games and hand-held gaming devices, and playing games by candlelight is an experience you and your kids may have never had before.
- **Host a wine and cheese party.** Invite your friends and neighbors over for a candlelit cocktail party. Or have everyone bring a bottle of wine and have a "tasting" event.
- **Brainstorm ways to protect our planet.** Discuss the ways that you, as a family or circle of friends, could conserve more energy, recycle and reuse more items, and make your community cleaner and healthier.

There may also be official Earth Hour events happening in your city or town, so check with your municipal government to see if there's anything going on in your area. If there isn't anything planned, you might even consider organizing an event yourself! Check the [Earth Hour website](#) for more information and resources.



WE MOVE OUR OWN CHEESE

A Business Fable about Championing Change

Have you ever felt that you had a great insight that would benefit your department, division, or organization and found that you seem to be the only one who can see it? Worse yet, has it ever seemed that while you are struggling to pull your idea into consideration, others are actively holding

you back? If you just had the power, you think, great things could be accomplished.

What is your reaction? Have you and others who suggest new ideas been so beaten down in the past that you simply let the idea go because it isn't worth the emotional capital to pursue it? If that is the case, and your idea is indeed a good one, who suffers? You? The organization? The organization's customers? The answer is all of the above.

This new book, by Victor E Sower and Frank K. Fair, is designed to help those with limited positional power to find ways to get their ideas seriously considered. It is also designed to help those with positional power create a culture that encourages ideas that will benefit the organization regardless of their source.

Inspired by Spencer Johnson's classic fable, *Who Moved My Cheese?*, the authors of this book decided that there was another story that could be told about taking a more proactive, team-based approach to change. *We Move Our Own Cheese!* is about creating change. As in Johnson's book, the cheese is a metaphor for what we have in life and what we believe we want more of. In a business context, it represents the business we are in—our current paradigm—and what it gives us.

The book retails for \$25, but through the [ASQ website](#) members can get it for only \$15.

STICKYMINDS – SOFTWARE QUALITY WEBSITE

StickyMinds is a popular interactive testing community exclusively engaged in improving software quality throughout the software development lifecycle.

Since its launch in 2001, StickyMinds has been a place for software testers, QA professionals, and anyone interested in software testing to go for in-depth articles, how-to advice, and the latest test technologies. StickyMinds covers test automation, test management, test design techniques, agile testing, test process improvement, test tools, and much more through Q&A discussions, articles, interviews, and presentations.

StickyMinds is one of TechWell's online communities serving the software industry. Visit www.TechWell.com for the latest stories about what's happening in software today.

Membership is free, and members receive a free subscription to *Better Software* digital magazine, access to Q&A boards, and more. Click [here](#) to join StickyMinds.

ASQ CERTIFICATION APPLICATIONS DUE BY APRIL 7 FOR MAY TESTING

Looking for a way to stand out this year? Want to become a recognized expert in your field?

ASQ certification(s) can help. ASQ offers 19 certifications that can help quality professionals get jobs, promotions and maybe even a higher salary. Exams below will be offered in May:

- Certified Quality Technician
- Certified Quality Inspector
- Certified Reliability Engineer
- Certified Biomedical Auditor
- Certified HACCP Auditor
- Certified Manager of Quality/Organizational Excellence
- Certified Six Sigma Black Belt
- Certified Master Black Belt
- Certified Six Sigma Yellow Belt
- Certified Supplier Quality Professional

Applications for these exams must be completed by April 7. To sign up or for more information about ASQ certifications, click [here](#).

HOW ABOUT SOME TRAINING IN NEW ORLEANS?

There's nothing wrong with having a little gumbo with your training! If you or your organization are in need of some quality training, consider one or more of these upcoming courses offered in New Orleans in late April:

- 16 Hour ISO 9001:2015 Lead Auditor Training (Exemplar Global Certified)
- Auditing for Improvement
- Certified Quality Engineer Certification Preparation
- Failure Mode and Effects Analysis (FMEA)
- Implementing and Auditing an ISO 9001:2015 Quality Management System
- Integrated Quality Management
- Lean Six Sigma Yellow Belt
- Measuring Process and Organizational Performance
- Root Cause Analysis
- Software Quality Engineering:
- SPC Implementation
- Systematic Problem Solving for Sustained Improvements with Quality Tools

For more details and to register, click [here](#).

QUOTE OF THE MONTH

"Many of life's failures are experienced by people who did not realize how close they were to success when they gave up."

~Thomas Edison

SIMON COLLIER QUALITY AWARD – NOMINATIONS DUE MAY 31

Do you know individuals who are leaders in promoting quality concepts, people who have made a difference in the quality culture or performance of their industries, companies, or in the world at large?

The Los Angeles ASQ Section (0700) would like to recognize those contributions with the Simon Collier Quality Award in September 2017. This is a nationally recognized award given in honor of one of the early movers and shakers of ASQ and the Los Angeles Section.

The purpose of this award is to honor, encourage, and/or specifically identify outstanding individual or group leadership, accomplishment and ingenuity in organizing, promoting, operating, or improving Quality Systems and Programs in areas such as Industry, Government, Education, Business, Health or Service Organizations, which fit the professional objectives of ASQ.

The nominee's achievements may have resulted from outstanding ability and success in management, training, advising and writings in the field of Quality or in appropriately related works of design, manufacture, reliability, maintainability, safety, liability, etc. of product or service systems. The award is not intended to honor traditional classroom teaching.

Deadline for nominations is May 31, 2017. For additional information, contact [Jim Morrison](#) or [Imre Fischer](#).

CALL FOR PROPOSALS FOR 2017 ASQ EUROPEAN QUALITY CONFERENCE

ASQ invites all quality professionals, managers and executives to [submit a proposal](#) for consideration to be a presenter at the [2017 ASQ European Quality Conference](#), which will be held in Berlin, Germany, November 6 and 7. The conference is designed specifically for European quality professionals interested in applying quality philosophies and tools to cutting-edge technologies and a rapidly changing work environment.

This is a unique opportunity to showcase your organization's successes, best practices, and case studies in adoption and implementation of classic quality tools or newer disruptive innovations.

All proposals should integrate the conference theme - **The Next Generation of Quality: The Future is Now** - with one of the following focus areas: 1) Disruptive Innovation, 2) Quality Fundamentals in the Digital Age, or 3) Leadership & Management.

The submission deadline for proposals is 8 am CST on April 17. The review and selection process will take place in early May, with speaker notifications occurring in mid-May. For more information, click [here](#).

BETTER SOFTWARE CONFERENCE AGILE DEVELOPMENT CONFERENCE DEVOPS CONFERENCE June 4-9 in Las Vegas

Learn what you need to build better software now. Better Software Conferences can help keep you current on the entire development lifecycle, including leading projects and teams, business analysis and requirements, cloud computing, going mobile, software quality, design and code, development tools, and testing. All Better Software Conferences are held in conjunction with Agile Development Conferences and DevOps Conferences, allowing you to choose from three distinct programs. Conferences include full and half-day tutorials and educational sessions. For more information, 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.

SECTION 0614 MEMBERSHIP

As of March 7, there are 114 members in our Section.

2017 SECTION 0614 LEADERSHIP TEAM January 1 - December 31, 2017	
Section Chair	Robert Boykin
Treasurer	Kent Ozkardesh
Secretary	Jo Haberstk
Certification/Recertification	Patrick Faulk
Audit	Alvin Langstaff
Membership Chair	Liz Dickinson
Nominating Chair	Becky Corral
Programs Chair	Jo Haberstk
Webmaster	Steve Prevette
Newsletter Editor	Robert Boykin
Publicity Chair	Jo Haberstk
Voice of the Customer Chair	Vacant
Education 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 may be of value to quality professionals. To be considered for the next newsletter, input must be received by the 10th of the month.