

## CHAIR'S CORNER

by Robert Boykin

You Are Where You Live: What Makes a Good Neighbor?

A knock at the door jolted Jake awake. He had not slept soundly in a number of days and now the peacefulness of a midday slumber was over.

It was late Saturday afternoon and a sweltering 99 degrees outside. Jake thought of not answering the door but a family member or friend could be on the other side. When he looked through the peep hole he did not see anyone. Just then, another knock on the door sounded and as Jake cracked it opened a deep voice near chest level said *How ya doing neighbor?*

The shorter man at the door had an envelope in his hand and introduced himself as being a neighbor from down the street named Marshall. Marshall said he had been meaning to drop by to say hello but had not gotten around to it until today. Not having noticed Marshall in the neighborhood, Jake immediately went on the alert and told Marshall he was busy with a home project and didn't have time to visit right now.

Marshall apologized for stopping by unannounced and turned to leave. But before doing so, he reached into the envelope and handed Jake an invitation to attend a party at his home the coming week. Marshall told Jake that he did not have to bring anything. All food and beverage would be provided and on the house. Marshall also told Jake that he could talk with Hank, Jake's next door neighbor of whom Marshall knew was on friendly terms with Jake because Hank was Marshall's brother.

So, being a good neighbor made of high-quality stock, how would *you* broach the situation with Hank? Knowing that you fibbed about being busy with a home project, how would you rectify the little white lie that you served up to Marshall?

1. Would you immediately tell Marshall that you fibbed about being busy because you weren't familiar with him as a neighbor?
2. Would you not divulge anything to Marshall and go directly to Hank to verify that Marshall is who he says he is?
3. Would you discreetly observe to see if Marshall returns to the house down the street?

Neighbors can play an important part in our daily lives. Good neighbors can become great friends, and in some cases like family. We can be very lucky to have good neighbors, which can make life, and even business, more enjoyable.

How many of you chat with your neighbors at least once a week? Or more frequently? Well, if you don't, maybe you should. According to many pundits, the importance of good neighbors is often underappreciated. By fostering a healthy and respectful relationship, everybody stands to gain.

Be well and be safe.

- Robert

## SUMMER IS COMING SOON

by Jo Haberstock

As the days of April continue to pass – and, yes, I'm hoping the few April showers we've had so far this month will mean lots of May flowers – I've been thinking about June will be here before we know it. Be sure to mark your calendars and make your reservations soon for our final two section activities prior to our usual summer hiatus.

Before I get into upcoming meetings and other great words of wisdom, just a quick mention about our April dinner meeting, which received positive feedback from attendees. We even gave away one of Matt Kincaid's (the speaker) books, titled Permission to Speak Freely: How the Best Leaders Cultivate a Culture of Candor. His talk raised some very interesting points about candor in communications, and I noticed a lot of folks also purchased the book at the end of the meeting.

One of the things Matt shared was that it's not enough for leaders to say "I have an open door policy." Although at first that may sound good, when you really think about it, is it any wonder that not many team members actually show up at their manager's office and/or feel comfortable about going in and discussing an issue? It's the leader's office, and usually when you walk into someone's office, you already feel at a disadvantage, in the less powerful position...the leader sits behind the big desk, and the visitor gets the little (and usually uncomfortable) chair. While it's important to encourage folks to bring up questions and concerns, good leaders also make a point of getting out of their offices on a regular basis and visiting team members in *their* areas (manufacturing floor, cubicles, construction site, etc.) Something to think about.

Enough talk about April. **Who wants to have some fun in May?** We've got a couple great opportunities planned, and I hope you will be able to join us for one or both of them.

Our site visit to Columbia Crest Winery in Paterson on Saturday, May 6, will include a special tour, and we will learn about their processes and quality requirements. Following the tour, we will get to sample many of their great wines. (I've tried several of them myself, and there are some good ones!) And, after that, we will have a light lunch, courtesy of Section 0614. It's important to get an early headcount for this, for planning purposes, as space is limited for the tour.

We also have another great opportunity to help out in the local community in May. We will be meeting at 2<sup>nd</sup> Harvest in Pasco the evening of Thursday, May 18, to assist with sorting of food they've collected, to get it ready for distribution to those in need.

Invite other friends and family members – it really does feel good to help others!

Hope to see you all in May!

- Jo

**May 6, 2017**  
**American Society for Quality**  
**Columbia Basin Section 0614**

**NOTE LOCATION AND TIMES!**

**Saturday, May 6, 2017**

**LOCATION:**

Columbia crest Winery  
178810 State Route 221  
Paterson, Washington  
(509) 875-4227

The winery is approximately 40 miles from Richland, and 76 miles from Yakima. Check [Mapquest](#) or [Google Maps](#) for directions. Note: Address may show as "Prosser."

**10:00 a.m.** - Check in

**10:15 a.m.** – Tour begins

Tour will last about 45 minutes.  
Wine tasting follows the tour.

Join us for a **complimentary light lunch** following the tour & tasting. When RSVPing, please indicate if you'll be staying for lunch.

**NOTE:** Closed-toe shoes are required for the tour.  
Participants must be at least 5 years old.

There is no charge for this site visit, but space is limited so get your reservation in soon.

**RESERVATIONS REQUIRED:**

For planning purposes, reservations must be received by May 1. Email [mailto:panda\\_2@charter.net](mailto:panda_2@charter.net) with your name, phone number and company affiliation, and if you'll be staying for lunch.

For more information about our ASQ section and other upcoming events: [www.asq614.org/](http://www.asq614.org/)

**“QUALITY SYSTEMS JOURNEY”**



**Site Visit – Tour & Tasting**

**Columbia Crest Winery**

**178810 State Route 221 – Paterson, Washington**

Are you a Cabernet aficionado? Or do you prefer a dry Riesling? Everyone has their own preferences when it comes to wine. Some only like red wines, some like whites, and others gravitate to the sweeter wines. Would you like to learn more about how wines are made? Want to find out what is actually done in the laboratory - and the importance of testing, quality assurance, and other requirements?

Columbia Crest Winery first opened its doors in the heart of the acclaimed Horse Heaven Hills in 1983. Washington State and the Columbia Valley represent the perfect grape-growing climate, from the weather to the soil to the vineyard sites. These growing conditions, along with outstanding viticulture and winemaking practices, allow Columbia Crest to create high-quality wines that are true to their varietal character and represent the unique terroir of the region.

Columbia Crest's 2,500 acres of estate vineyards are some of the best in Washington. With only six to eight inches of annual rainfall, water to the Columbia Crest vineyards is supplied by drip irrigation, allowing control over the timing and quantity of water delivered to the vines and yielding grapes with well-balanced characteristics.

Columbia Crest is dedicated to celebrating the rich heritage of Washington winemaking through an unwavering commitment to producing outstanding, approachable wines. In 2009, Wine Spectator magazine named the Columbia Crest 2005 Reserve Cabernet Sauvignon the No. 1 Wine in the World on its Top 100 list, the first time a wine from Washington State received this ranking. Their Reserve wines represent the pinnacle of winemaking at Columbia Crest, while the H3 wines were created to celebrate the winery's rich heritage in the Horse Heaven Hills American Viticultural Area (AVA) as well as its innovative spirit relative to winemaking and viticulture practices. Grand Estates wines represent the varietal expression of the region

Invite your friends and family, and join us May 6 for a special "VIP" tour at the winery. We will hear about Columbia Crest's philosophies on winemaking, quality and more. We will see the laboratory area up close and learn about many of the requirements that must be met in the wine industry. And, oh yeah, we'll also get to sample several of their great wines.

## SECTION 0614 ACHIEVES BRONZE PERFORMANCE & RECOGNITION (PAR) AWARD

Columbia Basin ASQ Section 0614 (that's us!) was recently notified by ASQ that we received a Bronze award for 2016. This special section recognition is for having met ASQ's good standing requirements as well as meeting or exceeding retention and growth metrics and for exceeding our member value metrics.

Thanks to all the individuals on our 2016 and 2017 section leadership teams for their efforts in helping our section achieve this award. Also, many thanks to you, our members, for your continued support and for recruiting new members throughout the year.

## BIRDS OF PREY IN THE HORSE HEAVEN HILLS

### May 6 at Columbia Crest Winery

*An added attraction to our May 6 tour, tasting and lunch at Columbia Crest!*

Licensed Falconers and members of the Washington Falconers Association will be at the winery on May 6 from 11 am to 3 pm, providing an educational experience about the beautiful and inspiring birds of prey that live and hunt in the Horse Heaven Hills. Come see some of these birds in person, and learn more about their importance.

## WHO'S GOING TO WCQI 2017?

### May 1-3 in Charlotte, North Carolina

May is fast approaching and so is the annual World Conference on Quality and Improvement (WCQI).

The conference provides great opportunities for networking with other quality professionals on a global level, in line with its theme: "Grow Your Influence: In the Profession, Through the Organization and Around the World." Educational sessions will feature thought leaders and knowledge that best demonstrate the successes, tested solutions, and proven results these disciplines can bring.

And if you go, be sure to check out some of the team presentations as part of the International Team Excellence Awards (ITEA). Thousands of teams from the world's most successful companies participate in this, where they share how they use quality tools and resources to make valuable improvements in areas such as waste reductions, operations, customer service and satisfaction and team member morals – all leading to improved profitability.

For more information about the conference and to register, [click here](#).

## QUOTE OF THE MONTH

"Even if you're on the right track, you'll get run over if you just sit there."

~Will Rogers

## MAY 18 SECTION 0614 COMMUNITY ACTIVITY 2<sup>ND</sup> HARVEST FOOD SORT – PASCO

by Jo Haberstock

Our section will be participating in a Food Sort activity at 2<sup>nd</sup> Harvest on Thursday, May 18, starting at 6 p.m. This is one of our annual community involvement activities. I hope you will be able to join us.

Since we are having a site visit and tour for our regular May meeting (May 6 at Columbia Crest Winery), we felt May would be a great month to also add a community-oriented activity to our schedule.

Several of you helped out at a similar event in October of 2016, and the feedback was positive about how rewarding it felt to be part of those efforts. Here is another opportunity to get involved. Check out this link to a related [video](#).

Requirements for participation include being at least five years old (children must be accompanied by an adult), able to stand and be mobile for the volunteer shift, and everyone must wear closed-toe shoes.

For planning purposes, please RSVP to [Alvin](#) as soon as possible so we can let the Pasco facility know how many folks will be volunteering on May 18. Be sure to invite other friends and family members as well.

## GET YOUR FREE MONTHLY ASQ GIFTS

Whether you're new to auditing or an expert, there's probably something of value in this month's free gifts. These resources can help prepare you for your next auditing and/or continuous improvement challenge. Included are:

- Complete e-book, *Auditing Beyond Compliance*
- New webcast on advanced quality auditing
- Additional webcasts on auditing basics and process auditing
- Checklists, tools and templates

To access these resources, click [here](#).

## ASQ CERTIFICATION APPLICATIONS DUE BY MAY 5 FOR JUNE 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. The following exams will be offered in June; applications must be completed by May 5.

- Calibration Technician
- Pharmaceutical GMP Professional
- Quality Auditor
- Quality Engineer
- Quality Improvement Associate
- Quality Process Analyst
- Six Sigma Green Belt
- Software Quality Engineer

## LOVE, SERVE, CARE

by Jon Gordon

When I'm asked what someone can do to be a leader I tell them to love, serve and care and positively influence the people around them.

A great example of this is Ken Crenshaw, the head athletic trainer for the Arizona Diamondbacks. Most people outside the building wouldn't know who he is but if you asked the team who's one of the most influential people in the building they would say Ken Crenshaw. He helps players recover from injuries, listens to their personal and professional challenges, shares advice and frequently hands out inspirational books to encourage his players. He's part trainer, part psychologist, part librarian and 100% leader.

I saw his influence first hand while visiting him at the Diamondbacks spring training facility. As he showed me around, I met player after player who had read The Carpenter or Training Camp because Ken gave them a copy and encouraged them to read it. They didn't know me from Adam. But they knew Ken and trusted him because he loves, serves and cares.

I wasn't supposed to speak to the team but that happened too because Ken recommended it to the new manager, and even though he had never heard of me, he trusted Ken's suggestion.

Regardless of your profession or level within an organization I want you to know that you don't need a title to be a leader. You don't need a job description, fancy suit or a corner office. You simply need to love, serve and care to influence the people around you and your influence will grow.

Many people say to focus on growing your business and career. But I say to focus on loving, serving and caring and your business and career will grow exponentially. Focus on loving, serving and caring one person at a time and people will be drawn to you and your business, service, school, class, project, hospital, etc.

Do this day in and day out, one person at a time and the impact you have and the legacy you leave will be amazing. You won't just experience success for yourself. You will be a true success by helping others be successful.

*Jon Gordon's best-selling books and talks have inspired readers and audiences around the world. His principles have been put to the test by numerous NFL, NBA, MLB coaches and teams, Fortune 500 companies, school districts, hospitals and non-profits. He is the author of numerous best-selling books including The Energy Bus, The Carpenter, Training Camp, The Seed, You Win in the Locker Room First and The No Complaining Rule. Jon and his tips have been featured on The Today Show, CNN, CNBC, The Golf Channel, Fox and Friends and in numerous magazines and newspapers. Check out his website at [www.JonGordon.com](http://www.JonGordon.com).*

## STRIKING PAY DIRT – CASE STUDY

by Rajeev Chadha

Cultural conditions, such as internal silos and poor communication, can impede productivity and return on investment. Process orientation helps overcome the human barriers involving employees, suppliers and customers.

A mining company adopted kaizen, the Japanese approach to continuous improvement, to align union and management around common goals. The company focused on boosting productivity by cutting refinery start-up time through better coordination and communication. After group brainstorming to identify specific processes where change or elimination would be beneficial, the company achieved a 39% reduction in overall activities. To sustain the results, education and training materials were modified, and employees were empowered to make technical requirements a priority. Critical to success was process analysis by managers and engineers, with solutions devised and implemented by frontline workers.

Read the full case study by [downloading](#) it from the ASQ website.

## SIX SIGMA TRAINING FROM ASQ'S EXPERTS

Did you know that ASQ offers in-depth Six Sigma training? Taught by ASQ's world-class Master Black Belt instructors, each training option offers the opportunity to work on a real-world project that you will then bring back to your organization and use to achieve instant return on investment.

Check out these offerings:

**Green Belt Training:** Learn and practice Lean and Six Sigma methodologies in this two-week course, including hands-on group activities/exercises and coaching time with your projects.

**Black Belt Training:** Learn and practice advanced Lean and Six Sigma processes and approaches. Coursework is applicable in a variety of industries.

**Black Belt Transition Training:** This two-week course transitions students from Green Belt to Black Belt level, and will provide the skills to make positive change at the Black Belt level.

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.



## SOFT SKILLS – ASQ TV VIDEO

How do you view other team members? Do you think most people don't like work or responsibility and that they are motivated only by fear and money? Or do you feel most folks like work, seek out responsibility, and are motivated by a variety of rewards?

In this episode of ASQ TV, take a look at the concepts of Theory X and Theory Y, and learn about the ABCs of ensuring successful change. Click [here](#) to view the video.

## ALIA 2017 SUMMER LEADERSHIP INTENSIVE June 22-25 - Tacoma

The ALIA 2017 (Authentic Leadership in Action) Summer Leadership Intensive will be held in Tacoma in June. Differences can stimulate creativity and the kind of breakthrough innovation organizations need to address today's challenges. The best decisions often happen when differences are included, valued and worked with effectively.

However, differences can also activate exclusion, defensiveness, and aggression in ourselves and others. These reactions may block clear thinking and skillful action. Over time this pattern can harden individuals from the inside out and can create serious dysfunction in a team, organization or community.

Whether we work in corporations, governments, nonprofits or schools, we inevitably encounter strong differences. How can we appreciate differences without seeking to change others or have the differences divide us? How can we work together in the midst of disagreement? How can we use our differences to make us stronger and more creative?

If you are looking for a better way and are interested in exploring new practices, consider the ALIA 2017 Summer event. This three-day leadership intensive is intended to help individuals learn how to engage with difference and, in doing so, better engage the wisdom in groups or organizations.

The ALIA faculty team includes author and consultant Adam Kahane, who will join the event virtually on June 24. Adam will share his learning that led to his latest book, [Collaborating with the Enemy](#). You may be familiar with some of his other books, including [Solving Tough Problems](#) and [Power and Love](#).

In addition, educator and psychotherapist Dr. Leticia Nieto has also joined the group. Her workshops and keynote addresses are well known across the country, and she is the author of [Beyond Inclusions](#), [Beyond Empowerment](#).

For more information or to register for this year's event, click [here](#).



## WHAT'S THAT ACRONYM?

Have you ever been reading an article, possibly a case study or an article about using a specific quality tool or technique, and been stumped when you came across an acronym or term you had never heard of? It has probably happened to everyone.

This may be helpful – a “Quality Glossary” compiled by *Quality Progress* editorial staff members to provide a handy reference of quality terms, acronyms and key people in the history of quality. Information was compiled from a variety of sources, including books, periodicals, websites and quality experts.

Baka-yoke? HASS? Instant pudding? (No, not the chocolate or banana kind.)

Go ahead, [click here](#) and give it a try!

## SECTION 0614 MEMBERSHIP

There are 107 members in our Section as of April 10, 2017.

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.

**May 18, 2017**  
**American Society for Quality**  
**Columbia Basin Section 0614**

**THURSDAY,**  
**May 18, 2017**

**LOCATION:**

Second Harvest  
5825 Burlington Loop  
Pasco, Washington  
(509)545-0787

Second Harvest is located approximately 3 miles north of Pasco. Take the Highway 395 exit toward Spokane, and drive about 2 miles north on Highway 395. Watch for the Foster Wells Road exit (a crossroad); turn left onto E. Foster Wells Road. Take a left at the second intersection onto Burlington Loop.

**NOTE TIMES:**

5:45 p.m. - Check in

6:00 p.m. - Sorting/Tour Begins

We will finish no later than 8 p.m.

Closed-toe shoes are required.

Layered clothing is suggested, as it may be colder in some areas of the facility.

**FOOD DRIVE:** Please bring some non-perishable food items to donate.

**RESERVATIONS REQUIRED:**

For planning purposes, reservations must be received by May 11. Send an email to [panda\\_2@charter.net](mailto:panda_2@charter.net) with your name, phone number and company affiliation.

For more information about ASQ Section 0614 and other upcoming events: [www.asq614.org](http://www.asq614.org)

**“Be Part of the Solution”**  
**Volunteer Sorting Event (Hands-on)**



**Second Harvest – Tri-Cities**  
**5825 Burlington Loop – Pasco**

Second Harvest has been leading the hunger-relief network in the region since 1971. With operations/distribution centers in Spokane and Pasco, they distribute over 2 million pounds of free food each month to help people in need in 26 counties in Eastern Washington and North Idaho. Partnerships with more than 250 neighborhood food banks and meal centers make it possible to feed 55,000 people each week. Second Harvest is able to direct almost 99 percent of all donations, including in-kind gifts, toward collecting, transporting, warehousing and distributing food for people in need.

Second Harvest's mission is focused on organizing the community to be part of the solution to hunger. A broad base of support from a wide range of partners, including generous food and financial donors and 6,200 volunteers, makes it possible for Second Harvest to operate very efficiently. Every donated dollar is transformed into five meals for hungry people.

Join us on Thursday, May 18, at the Pasco facility, where we will help our communities by assisting with 2<sup>nd</sup> Harvest's food sorting process. After a little training in how to do it right (quality is always important!), we will assist in a "Help the Hungry Food Sorting" activity, getting items ready for distribution to other food banks and meal programs in the Columbia Basin.

Second Harvest's Mission:  
Fighting Hunger, Feeding Hope:

Second Harvest brings community resources together to feed people in need through empowerment, education and partnerships.

Feel good about giving back to the communities we live and work in and in being part of the solution to hunger. Please bring some non-perishable food items to donate.