

## CHAIR'S CORNER

by Robert Boykin

Moving on.

It's good to have served as Chair of Section 0614. However, as the saying goes, everything must end.

I first came to ASQ approximately 14 years ago, and have moved through various posts including Membership Chair, Treasurer, Vice-Chair, and Chair. It was my desire to serve in capacities where I could add value and, like you, I wanted the section to continue as a resource that supports continual improvement.

Thank you for supporting the section in its efforts to provide professional development tools, networking opportunities, and programs to assist section members and others within our section area in their quest to share ideas and tools to make our communities and workplaces function a little bit better.

I firmly believe that my successor will lead the section in achieving even loftier goals. I hope that you as members support the incoming Chair and the section's leadership team in their ongoing efforts to meet and exceed the section's mission to provide regular business meetings, educational opportunities, site visits, and more for members and others to come together to share and learn on all topics related to quality.

It is always good to ask – what could we have done better? In my case as Chair, I wish I could have done a better job of encouraging others with a sense of shared purpose in the mission and goals of Section 0614, to share ideas and to participate in taking the section to the next level of excellence. This certainly does not mean signing up for a leadership role such as Chair, Treasurer, Secretary, or other supporting role – although that would not be unwelcome. What I'm mostly referring to is assisting the leadership team in identifying topics of interest, as well as exploring ways to reach new folks in hopes of infecting them with the quality bug. It was important for me to always keep in mind that positive change only happens when people get involved, get engaged, and come together to make positive transformation happen.

You are a member of ASQ and Section 0614 for a reason, and the time and/or money you have afforded the association is important, and I'm sure you would not waste it on things that do not have value and/or add value to your life. If I may, consider getting more involved in our section. Your ideas, support, and participation are needed to help the section grow. So, show up. Dive in, and help spread the quality message to bump up the "degree of excellence" within our communities.

I leave you with a slight variation of the words left behind by former President John F. Kennedy, Jr. – Ask not what your section can do for you, ask what you can do for your section.

It has been a pleasure! Happy Holidays!

Be well and be safe.

- Robert

## SHOULD AULD ACQUAINTANCE...

by Jo Haberstock

We are nearing the end of another year...and as I'm hearing Christmas songs on the radio and in every office and store I enter, I can't help but think of the old New Year's favorite.

Did you know that "Auld Lang Syne" was written by Scottish poet Robert Burns in 1788, based in part on wording from an old song that had never been in print, and to which he then added more? The tune to which the words are sung is a pentatonic Scots folk melody, which historians believe was originally a sprightly dance set to a much quicker tempo. (Can you imagine singing it to a quicker and more upbeat tempo?) Used by most to bid farewell to the old year at the stroke of midnight, it is also often sung at other occasions as a farewell or to signify the closing of an event.

Let's ponder some of the words for a moment. Should old times – or old acquaintances – be forgotten? And never brought to mind? Hmm...

We probably all agree that they shouldn't be. (Well, at least not most of them.) I suspect that at times we all think back about our childhood, a high school friend, or a co-worker from years ago...usually with some fond memories. Take a minute right now and see what comes to mind.

Our ASQ section had a pretty awesome year in 2017. We had several great speakers and topics at our dinner meetings, some very interesting site visits, and we also participated in a couple of fun hands-on community outreach activities. And our December member holiday get-together was a great way to cap it all off. There were many opportunities for networking and making new friends throughout the year as well. Good memories.

As we are about to embark on a new calendar year, there's a clear line of demarcation between December 31 and January 1, where we think of things as last year (2017) and the new year (2018). You know we have to have that differentiation, right? Otherwise, how would anyone know it's time to set some new goals (aka New Year's resolutions)?

I'm chuckling as I write this, because of course we don't need a "new year" to think about what's been working well for us, where we'd like to make some changes, and then come up with actions to help motivate us to achieve our goals. Are we more likely to do this if we think of them as New Year's resolutions? Maybe for some, that works well. If so, great. Whatever works! (BTW, I read somewhere that only eight percent of people actually keep their New Year's resolutions.) Resolutions can come in many forms, but in almost all cases the goal(s) is to improve life in the coming year in one way or another.

If you're pondering new goals for 2018, consider including some related to ASQ section 0614. Commit to becoming more active in our section activities in the coming year. There is plenty of fun to go around!

- Jo

**January 9, 2018**  
**American Society for Quality**  
**Columbia Basin Section 0614**

**Tuesday,**  
**January 9, 2018**

**LOCATION:**

Shilo Inn  
50 Comstock  
Richland, Washington

**5:30 p.m.** – Check  
in/Networking 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 Northwest  
Food Craft provide a fine and  
varied buffet dinner for us at the  
Shilo Inn. The buffet usually  
includes two entree choices,  
plus accompanying vegetable,  
salad, and dessert.

Your choice of coffee or tea is  
included with dinner.

**Cost:**  
\$20 ASQ members  
\$25 non members  
\$5 presentation only

(cash, check or credit card)

Reservations are due  
January 4. E-mail  
[0614asq@gmail.com](mailto:0614asq@gmail.com) with your  
name, phone number, company  
affiliation, and type of  
reservation.

Note: No shows will be billed  
unless cancelled 48 hours in  
advance.

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

**“Suspect/Counterfeit Items: Parts,  
Food, Medications and More”**



**Rick Warriner, CPM, PMP**

When we hear the words “suspect” and “counterfeit,” we usually think of  
manufactured parts – fasteners, transformers, pipe components, and parts used  
in nuclear safety systems.

But counterfeit parts and products can be found in just about everything we buy,  
including clothing, watches, automobile brakes, medicines, dog food, and more.  
Counterfeit parts can seriously impact both quality and safety.

When counterfeit parts are used, there is usually no way to trace quality or  
integrity, and there is no warranty to back up failures. Counterfeit items can  
injure or kill people.

Less than three percent of imported products are appropriately inspected prior to  
sale. Ten percent of medications taken worldwide are counterfeit. Similarly,  
roughly 10 percent of all auto repair parts purchased worldwide are counterfeit.

The majority of businesses and manufacturers are legitimate, take pride in their  
brand names, and work hard to train personnel and ensure the quality of their  
products.

So, how can we protect ourselves from the sellers of suspect/counterfeit (S/CI)  
goods?

Join us on January 9. Become more aware, and learn how to protect yourself  
from counterfeit goods. Rick will discuss real world cases of S/CI items, how to  
identify them, and the importance of good QA and procurement controls in  
reducing their occurrence.

*About the speaker:* Rick Warriner is a graduate of the U.S. Navy Nuclear Power School,  
with over 25 years of experience in the leadership, development, and implementation of  
nuclear facility quality assurance programs. He is recognized in the Department of Energy  
as a Subject Matter Expert in the identification and prevention of suspect and counterfeit  
components. Rick is a Certified Professional Manager (CPM) and Project Management  
Professional (PMP). Since retiring in 2016, he continues to instruct quality assurance  
topics at the DOE HAMMER Federal Training Center and other DOE sites nationwide.

## BRING A GUEST TO THE JANUARY 9 DINNER MEETING – YOU MAY WIN A PRIZE

We are continuing our section's "Invite a Friend/Bring a Guest" program in 2018. Every time you bring a guest to one of our dinner meetings, you will be eligible to win a special prize.

Here's how it works:

- The section member or invited guest must make a reservation before the deadline and must attend the dinner meeting. Be sure that when the RSVP is made, it is noted that the individual is attending as the section member's guest.
- All section members with an invited guest(s) will be entered into the evening's drawing for a \$10 Starbucks gift card.
- There is no limit on the number of guests a section member can invite - each guest will be considered an individual entry into the drawing.
- At the November 2018 dinner meeting, the names of all current members who brought guests during the previous months will be entered into a drawing for a "grand prize" gift card.

Go forth and invite your work colleagues and friends!!

## WCQI REGISTRATION NOW OPEN!

ASQ has just announced that the registration site for next spring's World Conference on Quality and Improvement is now open.

The conference will be held April 30-May 2 at the Washington State Convention Center in Seattle and includes three full days of presentation focusing on innovation in the workplace – including out-of-the-box thinking, paradigm shifts, and challenging the status quo. The conference is designed to advance knowledge, build connections with quality experts and other quality professionals, and inspire attendees with thought leaders and real-world achievement of peers and International Team Excellence Award teams from around the world.

This year's conference theme is *The Innovation of YOU*. Cost for ASQ members is \$995 if registered by March 17 (\$1095 after). There is also a discount for groups. For more information about the conference, nearby hotels, and to get registered, [click here](#).

## FREE DECEMBER PRESENTS FROM ASQ

ASQ's free member gift bundle is available through December 31. You can access all of the 2017 monthly gifts, including:

- 16 free e-books
- 20 expert webcasts
- Dozens of templates
- Hundreds of additional resources on a variety of quality topics
- And much more!

You can view the resources now or save them for quick and easy future reference. Access your free gifts [here](#).

## SOFTWARE QUALITY ENGINEERING COURSE January 22-25 -- Richland

Back by popular demand, our section is sponsoring another Software Quality Engineering (SQE) January 22 through 25. This course provides a comprehensive look at the body of knowledge comprising the software quality engineering field and offers a basic understanding of software quality principles and practices. Instructor Linda Westfall is the recognized expert in the software quality field.

The course addresses all of the body of knowledge areas of the CSQE. It provides a thorough introduction for those new to software quality, as well as an opportunity to fill in any blank spots for experienced personnel. Knowledge of and/or work experience within the software quality assurance field is helpful but not required. Although not designed as a certification refresher, this course may help seasoned software quality professionals brush up on the key elements of CSQE. Course materials are designed to provide reference materials that can be utilized by the attendees long after the completion of the course.

The course will be held at the HAMMER training facility in Richland. Registration is available through the ASQ website by [clicking here](#). We are able to offer this course at a significant discount from the normal list price. Registration is \$1200 for ASQ members and \$1400 for non-members. You can view more details on our [section website](#). For additional information, contact Alvin at [panda\\_2@charter.net](mailto:panda_2@charter.net).

## QUALITY GURUS – ASQ TV

Check out this episode of [ASQTV](#), to look back at six thought leaders who changed the quality landscape—the quality gurus.

The quality gurus highlighted are:

- Philip Crosby ("Do it right the first time")
- W. Edwards Deming ("Quality is everyone's responsibility")
- Armand V. Feigenbaum ("Total quality control")
- Kaoru Ishikawa ("Failure is the seed of success")
- Joseph M. Juran ("Quality is fitness for use")
- Walter A. Shewhart (the father of statistical quality control)

For more information about each of these individuals, click [here](#).

## QUOTE OF THE MONTH

Three Cs in Life: Choices, Chances, Changes

"You must make a choice to take a chance or your life will never change."

~ Author Unknown

## ASQ CERTIFICATION EXAMS IN YAKIMA

by Patrick Faulk, 0614 Certification Chair

Last year, when ASQ first moved to computer-based certification testing, the nearest Prometric Test Centers administering the exams were in Spokane and La Grande.

Now, certification exams can be taken at the Prometric Test Center in Yakima! The center is located at 3911 Castlevale Road, Suite 205.

Prior to scheduling an appointment at the Test Center, you must register for the certification exam through ASQ. Once you receive a confirmation notice containing an Eligibility ID, you can then reserve your appointment with Prometric.

Each certification exam is now administered six times per year (except Six Sigma Master Black Belt, which is administered twice a year). The exams may be taken any time within a 17-day window. Applications *must* be submitted four weeks before the testing window begins.

Applications are being accepted at this time for the following certification exams:

Application deadline January 5, 2018 - Testing window February 2-18, 2018

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

Application deadline February 2, 2018 - Testing window March 2-18, 2018

Biomedical Auditor (CBA)  
HACCP (Food Safety) Auditor (CHA)  
Manager of Quality/Organizational Excellence (CMQ/OE)  
Quality Inspector (CQI)  
Quality Technician (CQT)  
Reliability Engineer (CRE)  
Supplier Quality Professional (CSQP)  
Six Sigma Black Belt (CSSBB)  
Six Sigma Yellow Belt (CSSYB)

Applications may also be submitted for later exam dates. Additional details about ASQ's computer-based certification exams are available online at <http://asq.org/cbt/>. If you have any questions about new ASQ certifications or renewing an existing one, you can contact [me](#).



## THE POWER OF A POSITIVE TEAM

by John Gordon

Many think that you have to choose between positivity and winning. But the truth is you don't have to choose. Positivity leads to winning.

Michael Phelps was recently interviewed by Bob Costas, and he described his approach to building a positive team before the 2016 Olympics in Rio.

*"Every now and then you hear a bunch of negative comments or someone complaining and during training camp at one of the meetings. I said to the guys that we are getting ready to go to the Olympics, this is what we have to do and if there is a negative comment keep it to yourself. The more positivity we have as a team the better off we are going to be. As soon as I said that we all became closer and then we really started getting going."*

When I heard Michael say these words I was thrilled because he shared a truth with the world that I have witnessed countless times throughout the years. A team with talent can be good. But they must come together to be great. Positivity is the glue that enhances team connection and performance and it impacts office teams, school teams, church teams, and hospital teams as much as it does Olympic teams.

I've seen very positive teams with average talent accomplish more than anyone thought possible.

I've also seen negative teams with a lot of talent accomplish far less than everyone thought was possible.

Positive teams work together more effectively. They stay positive, connected and committed through challenges. They maximize each other's talent. They believe together and achieve more together.

Positive, high performing teams don't happen by accident. They are built by leaders and team members who reduce the negative and add a big dose of positive. When you subtract negativity and add positivity to your talent, the sky is the limit.

The great news is that you don't have to be an Olympic champion with 28 medals to begin the process. You can be just like you and me. You can say enough with the negativity. Let's get positive. Let's get going.

*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, and college coaches and teams, Fortune 500 companies, school districts, hospitals and non-profits. Check out his website at [www.JonGordon.com](http://www.JonGordon.com).*

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.

## PERSONIFY LEADERSHIP SEMINAR

January 10 & 11 in Kennewick

This two-day seminar, presented by author, trainer and leadership coach Paul D. Casey, is geared toward first-line and mid-level managers and team leaders. Using five types of learning methods for retention and application, this fun and comprehensive leadership experience addresses eight core competencies:

- Heart of a leader
- Mind of a leader
- Ears of a leader
- Voice of a leader
- Hands of a leader
- Feet of a leader
- Spine of a leader
- Eyes of a leader

The January 10 and 11 seminar will be held at Meier Architecture & Engineering, 12 W. Kennewick Avenue. Cost is \$529 (or \$489 if registered by December 25), and includes lunch and snacks, workbook and more. Space is limited to the first 20 individuals who register. For more information or to register, click [here](#).

## FIRST ANNUAL VIRTUAL CONFERENCE

### ASQ BLUE RIDGE SECTION 1108

Thursday, April 19, 2018 -- 8:30 am – 12:00 pm (EST)

Conference Theme: Aspire to Inspire, Influence, and Engage Others by Improving Your Personal Skills Toolbox

Soft skills are increasingly becoming the hard skills of today's professional workforce. It's just not enough to be highly trained in technical skills without developing the softer, interpersonal, and relationship-building skills that help people to communicate and collaborate more effectively. Here is a great opportunity to join other quality professionals online in April 2018.

ASQ Section 1108 invites professionals to submit papers for the honor of presenting at this event.

Papers should be emailed to Norval Johnston, ASQ Blue Ridge Section Chair, at [norvalj@hotmail.com](mailto:norvalj@hotmail.com) prior to **January 19, 2018**. Early submittals are encouraged.

Include the following in your submittal:

1. Full name, email address, and best contact telephone number
2. Resume
3. Proposal title and a one-paragraph synopsis
4. List of previous presentations (limit of 10) – links to websites, videos, and/or photos may also be included

## SECTION 0614 MEMBERSHIP

There are 97 members in our Section as of December 12, 2017.

<b>2017 SECTION 0614 LEADERSHIP TEAM</b> January 1 - December 31, 2017	
<b>Section Chair</b>	Robert Boykin
<b>Treasurer</b>	Kent Ozkardesh
<b>Secretary</b>	Jo Haberstok
<b>Certification/Recertification</b>	Patrick Faulk
<b>Audit</b>	Alvin Langstaff
<b>Membership Chair</b>	Liz Dickinson
<b>Nominating Chair</b>	Becky Corral
<b>Programs Chair</b>	Jo Haberstok
<b>Webmaster</b>	Steve Prevette
<b>Newsletter Editor</b>	Robert Boykin
<b>Publicity Chair</b>	Jo Haberstok
<b>Voice of the Customer Chair</b>	Vacant
<b>Education Chair</b>	Vacant
<b>Community Outreach Chair</b>	Vacant

<b>2018 SECTION 0614 LEADERSHIP TEAM</b> January 1 - December 31, 2018	
<b>Section Chair</b>	Jo Haberstok
<b>Secretary</b>	Kent Ozkardesh
<b>Treasurer</b>	Robert Boykin
<b>Audit</b>	Alvin Langstaff
<b>Membership Chair</b>	Scott Mitson
<b>Certification/Recertification</b>	Patrick Faulk
<b>Nominating Chair</b>	Robert Kuhlman
<b>Webmaster</b>	Steve Prevette
<b>Newsletter Editor</b>	Robert Boykin
<b>Publicity Chair (acting)</b>	Jo Haberstok
<b>Programs Chair</b>	Vacant
<b>Social Media Chair</b>	Vacant
<b>Education Chair</b>	Vacant
<b>Community Outreach Chair</b>	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.