

## CHAIR'S CORNER

by Jo Haberstk

Our February 13 dinner meeting was great! The topic was LIGO, and I really learned a lot. Our speaker, Rick Savage, was very knowledgeable – a good thing, since there were a lot of questions. If you weren't able to attend, you can check out the [LIGO website](#). They also offer free public tours on the second Saturday of each month.

We are offering a volunteer opportunity in March in place of our usual dinner meeting and speaker. I hope many of you will be interested in helping out in the local community and will want to join us March 13 for a hands-on outreach at Second Harvest in Pasco. Additional information can be found on page 2. Please note there are a limited number of volunteer slots, so if you want to participate be sure to get your reservation in as soon as possible.

I want to share some thoughts this month about talking. Yes, we probably can all claim a lot of experience in talking, right? Of course it's not like we put it on our resumes (e.g., bullet point 3: Good talker). Think about it for a minute, though. Being able to start and maintain a conversation with someone you don't know is not always easy to do. Keeping the interest of others when giving a presentation or simply trying to make a point ... also not something everyone is skilled at doing.

I don't think I've seen a course titled "The Art of Talking to Others" but I suspect if I googled it (I didn't!) there probably is some sort of training out there. And I know there are many books that provide tips in this area.

So, there are resources available...but I think most of us probably just "wing it" and don't think much about how we approach others, come up with things to talk about, etc. Hmm... Maybe we *should* think about it.

I read somewhere (many years ago, probably in one of those books) that being mindfully observant is a good starting point. Pay attention to the news, your surroundings, and the actions and interactions of others. These can all provide a good stepping off point for starting a conversation. Comment about your surroundings or about a recent development in the news, preferably keeping politics out of the discussion. Ask questions, and you can probably get the other person to do at least half the work for you – by that I mean build on their responses to questions, and even more topics are likely to come up naturally.

At our last dinner meeting, I tried to greet and/or get around and talk with as many folks as possible. I was amazed at the many folks I met for the first time as well as by how much I learned from talking to them. Those conversations and some of the topics sparked this article. It may have seemed a bit rambling, but I hope it at least encourages you to say hello to someone you've never really talked with before – at work, in your neighborhood, at a social function, maybe even at our next section meeting!

- Jo

## Why do we talk more than listen?

by Robert Boykin

And what's to be gained when we stop?

I know a guy who might talk your ear off if you let him. He's a nice guy who has no shortage of ideas to explore and share. But, unfortunately, he behaves as if he has two mouths and one ear. He falls in line with the words left behind by a well-known American educator, author, businessman, and keynote speaker who stated that "Most people do not listen with the intent to understand; they listen with the intent to reply."

I like to talk too but, according to pundits, what we *should* be doing when we converse with others is try to connect to gain a sense of understanding, acceptance, and validation. So, if you find yourself in a conversation in which you are talking and not listening, you are probably not being conversational, and might certainly not be connecting.

According to an article I read, we humans communicate in four ways – reading, writing, speaking and listening. Schools and colleges teach us to read and write. Even speaking is now a field of professional teaching. But the one skill that still remains untaught is listening. As a result, few people (who care about being a good listener) learn to really listen. People who listen are trusted more than those who grab the talking stick and barge straight into chatter. Trust is the grease of changing minds, and listening is the key. So, with that said, what changes have you made or are going to make to become a better listener?

Below is an approach that was recently shared with me and it makes a lot of sense. Consider giving it a try.

### Want to become a better listener? Use the LADDER approach!



- L** Look at the other person.
- A** Ask questions.
- D** Don't interrupt.
- D** Don't change the subject.
- E** Express emotion with control.
- R** Respond appropriately.



EBC

Be well and be safe.

- Robert

**March 13, 2018**  
**American Society for Quality**  
**Columbia Basin Section 0614**

**Tuesday,**  
**March 13, 2018**

**ASQ COMMUNITY OUTREACH**  
**(Hands-on)**

**LOCATION:**

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

Second Harvest is located about 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. – Intro/Sorting begins  
We will finish no later than 8:p.m.

**RESERVATIONS REQUIRED:**

A limited number of volunteer slots are available, and reservations must be received by March 6. Send an email to [0614asq@gmail.com](mailto:0614asq@gmail.com) with your name, contact information and member status. You will then be provided instructions for creating an account and signing up on Second Harvest's website as part of our volunteer group. This is a requirement for all volunteers there.

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

Closed-toe shoes are required. Layered clothing is suggested, as it may be colder in some areas of the facility. Activities may include bending, reaching, lifting, etc.

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



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

Join us on Tuesday, March 13, 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 one of their sorting or boxing (of food!) activities, getting items ready for distribution to other food banks and meal programs in the Columbia Basin.

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.

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. Invite other family members to join you. **Please bring some non-perishable food items to donate.**

## WCQI 2018 VOLUNTEER OPPORTUNITIES

Volunteers are needed for a variety of assignments at the World Conference on Quality and Improvement (WCQI), which will be held in Seattle on April 30 through May 2, with pre-conference activities and events beginning April 28. Assistance is needed staffing information kiosks, proctoring certification exams, acting as session room monitors and many other tasks. Volunteers who work at least eight hours during the conference will receive a free registration. Please note that box lunches, the evening networking event, and other fee-based activities that are not included in the basic conference registration fee are not provided to volunteers.

If you are interested in volunteering and would like more information, please send an email message to [2018wcqi.sitecom@gmail.com](mailto:2018wcqi.sitecom@gmail.com) as soon as possible. Indicate whether you have volunteered at a past WCQI and any special capabilities you have to offer to your volunteer role. Also include your preferred contact email address, mail address, telephone number, and ASQ member number (or an indication that you are not a current ASQ member).

## FEBRUARY MEMBER GIFTS – LEAN & SIX SIGMA

ASQ's free member gifts this month are Lean and Six Sigma resources:

- Two complete e-books, [Six Sigma for the New Millennium](#) and [The Certified Six Sigma Black Belt Handbook, Second Edition](#)
- Four popular webcasts, including an introduction to Lean, seven common Lean and Six Sigma tools, process improvement and process management
- More than a dozen articles and ASQTV episodes on applications, examples and solutions using Lean and Six Sigma

Access your gifts by February 28 by clicking [here](#).

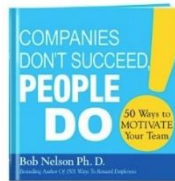
## JOIN ASQ'S ENERGY & ENVIRONMENTAL DIVISION

The Energy & Environmental Division (EED) is looking for new members. Membership provides energy and environmental sector-specific quality information, opportunities to participate in networking and education events and to learn of job offerings. Members are also encouraged to participate in EED leadership and in important projects, including the following:

The revision of the **ASQ EED Nuclear Quality Assurance Auditor Training Handbook** is well underway. It will feature practical examples, sample blank and completed forms, completed diagrams, completed tables, expanded case studies, typical nuclear audit scenarios, typical conversations between auditor and auditee, and case studies with solutions. The handbook is scheduled to be published in English by Quality Press in 2018. Additional publications in foreign languages are planned to satisfy the needs in emerging markets.

The revision of **ANSI/ASQ E1 - Quality Principles and Practices for Nonnuclear Power Facility Projects** is just beginning. It will be a complete rewrite, scheduled for publication in 2019.

For more information about the EED, click [here](#).



## COMPANIES DON'T SUCCEED, PEOPLE DO

Book by Bob Nelson, Ph. D.

The best way to guide a team to success is to respect, trust and invest in each team member. Communicate the goal, then let the team figure out how to get there. This book, subtitled *50 Ways to Motivate Your Team*, can help you discover the strength of your team.

Everyone has something to offer - you just need to identify this in each member of the team. This book is filled with team-building tips, real-life stories, and helpful quotes. The book retails for \$15.95. Click [here](#) for more information and a preview.

## CONTRACT CHANGE PITFALLS TO AVOID

### February 22 Webinar in Richland

Contract changes present a number of challenges to the contract administrator—on both the buying and selling sides. This webinar will identify several common issues that often arise, including out-of-scope changes, unpriced changes, and de-scoping the contract effort. Presenter Donald Shannon has over 23 years of experience in contract and program management.

This webinar, sponsored by Columbia Basin National Contract Management Association (NCMA) will be held February 22 from 11:30 am to 1 pm at Pacific Northwest National Laboratory in Richland. Cost is \$10. For more information, click [here](#).

## 2018 TRI-CITIES ENGINEERS WEEK CELEBRATION

### February 23 in Richland

This year's Tri-Cities Engineers Week celebration dinner and recognition of the 2017 Tri-Cities Engineer of the Year will be held on February 23 at the Richland Red Lion. The keynote speaker is Dr. Mary E. Rezac, Dean of WSU Voiland College of Engineering and Architecture.

Cost for the dinner event is \$50 if reservations are received by February 15; \$60 after that date. For more information and to make reservations, email [evelyn.hirt@incose.org](mailto:evelyn.hirt@incose.org) or call 509-375-4425.

## VIRTUAL TRAINING COURSES FROM ASQ

ASQ offers training courses for quality professionals of all experience and skill levels. For those who prefer not to travel for training, check out these upcoming virtual training classes:

[Integrated Quality Management](#) (cost for members: \$799)  
March 13 –14, 6:30 a.m. – 3:00 p.m. PST

[Quality Improvement Fundamentals](#) (cost for members: \$269)  
March 20, 7:00 a.m. – 11:00 a.m. PST

## IMPROVE YOUR PUBLIC SPEAKING SKILLS

### March 6 – Kennewick

*Not feeling confident when making presentations in front of a group? That's pretty normal. The good news is that you can get better!*

**Speak Up! Improving Your Public Speaking Skills** is being offered by Paul D. Casey, with special guests LoAnn Ayers, CEO & President of United Way of Benton & Franklin Counties, and comedian Adam Kessler. The workshop will be held at Meier Architecture and Engineering in Kennewick, on March 6 from 8:30 am to noon, and covers:

- How to focus on your audience just as much as your content
- Nailing down your preparation, to build your confidence
- Grabbing and keeping their attention
- Body language tips that enhance (and don't distract from) your talk.

Cost is just \$67 if registered by February 20, or \$75 after that date. To register, click [here](#).

## MID-COLUMBIA SCIENCE & ENGINEERING FAIR NEEDS VOLUNTEERS

### March 8-10 in Kennewick

The 63rd annual Mid-Columbia Science and Engineering Fair will be held March 8-10 at Columbia Center Mall in Kennewick. Volunteers are needed to assist with judging and data entry on Thursday, March 8, and with the awards ceremony on Saturday, March 10.

The students will amaze you with their knowledge and talents. When judging for special awards you will get to see the projects and, if you want, talk to the students.

For more information and to sign up to help out, contact [Sean](#) or [Brenda](#), or call 509-948-9771.

## ONLINE WEBINARS OFFERED BY BLUE RIDGE SECTION 1108

ASQ Blue Ridge Section 1108 is based in Staunton, Virginia. They offered their first lunchtime webinar in January of 2016. As interest has grown, they have expanded their offerings and their online meeting account to make them available to even more folks. The presenters are from all over the country.

ASQ membership is not required to attend, so please share with others who may also be interested. Most webinars are held at lunchtime – Eastern Standard Time (EST). There is no charge for attendance. Upcoming topics include:

**March 6:** “Auditing”

**March 15:** “Energizing Innovation with Maps”

**March 20:** “Quality by Design”

For more information about the topics/presenters, and to register for one (or all) of these webinars, click [here](#).

## IF YOU MET YOURSELF ON THE STREET WOULD YOU FIND A FRIEND OR A FOE?

### MCLDA Meeting – March 15

Each of us has a perception of who we are and how we come across to other people. Studies tell us that for most of us, our self-perception doesn't match how others see us.

The March 15 dinner meeting of the Mid-Columbia Leadership Development Association (MCLDA) features Rick Martinez, whose company, Peak Performance Systems, has delivered professional and personal development workshops to dozens of organizations.

The presentation provides an opportunity to get a better handle on how others perceive you. Gain insights that can be put to use immediately, including better understanding of your strengths as well as your blind spots (those pesky areas that we all have but may not be fully aware of).

The meeting will be held at the Sandberg Event Center in West Richland, starting at 5:30 p.m. Cost is \$20 for the dinner and presentation, or \$5 for just the presentation. To make reservations, [email Mary](#) or call (509) 551-1186.

## STEVE PREVETTE TO PRESENT WEBINAR ON MARCH 23

Mark your calendar now for the ASQ Quality Management Division (QMD)/Environmental & Energy Division (EED) joint webinar on March 23.

The topic is **Contractor Assurance/INPO 07-007 Performance Analysis**. The presenter is Steve Prevette, who just happens to also be our Section 0614 webmaster. The webinar will be broadcast at 11:00 a.m. CDT on March 23.

This talk will present a methodology for summarization of Statistical Process Control performance analysis and/or contractor assurance using a color-coded dashboard. The method is built upon the example trending plan in the Institute of Nuclear Power Operations good practice 07-007 Performance Analysis which was originally authored by the speaker. Examples of the method in use will be provided.

For more information and to sign up, [click here](#).

## QUOTE OF THE MONTH

“The time is always right to do what's right.”

~ Martin Luther King, Jr.



## BUSINESS TRANSFORMATION & OPERATIONAL EXCELLENCE WORLD SUMMIT & INDUSTRY AWARDS

March 12-16 in Orlando

The focus of Operational Excellence goes beyond the traditional continuous improvement methods to a long-term change in organizational culture. Companies in pursuit of Operational Excellence do two things significantly different than other companies: they manage their business and operational processes systematically, and they invest in developing the right culture.

Join other quality professionals at the Business Transformation & Operational Excellence World Summit & Industry Awards, the largest-scale leadership level event in Operational Excellence. The summit will address a number of current industry challenges, including:

- Adapting and embracing new technologies and the new business models
- Implementing effective Change Management programs
- Leadership Understanding, Buy-In, Support and Sponsorship from ALL Leaders
- Sustaining a Continuous Improvement Culture

For more information, click [here](#).

## THE 2018 WORLD'S MOST ETHICAL COMPANIES® HONOREE LIST ANNOUNCED

The Ethisphere Institute, a global leader in defining and advancing the standards of ethical business practices, recently announced 135 companies spanning 23 countries and 57 industries as the 2018 World's Most Ethical Companies®.

Since 2007, Ethisphere has honored those companies who recognize their critical role to influence and drive positive change in the business community and societies around the world and work to maximize their impact wherever possible. In 2017, there was a profound change in the discourse around the world, but as part of that disruption many global companies emerged as society's leading voices to advance the human condition.

Values-based leadership leaped to the forefront of business strategy, and companies increasingly discussed their purpose in broad, community-focused terms. Diversity and inclusion, investment and long-term commitment, and constructive use of a company's voice are now the hallmarks of what stakeholders are expecting and investors are rewarding.

The 2018 World's Most Ethical Companies responded to the opportunity. Record metrics of community support and innovative ways to engage and inspire employees, customers and stakeholders typified this year's honorees. For more information and to view the list, [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.

## ASQ TRAINING IN AUSTIN

How about a trip to Texas? While you're there, visit the LBJ Presidential Library, the Nature and Science Center, the Umlauf Sculpture Garden, and [more](#).

Check out the courses being offered in March in Austin, Texas:

- Documentation in ISO 9001:2015
- Fundamentals of Measurement Uncertainty
- Implementing and Auditing an ISO 9001:2015 Quality
- Internal Auditing to ISO/IEC 17025
- Introduction to Quality Engineering
- ISO 9001:2015 – The Path Forward
- ISO 9001:2015 Auditor Transition Training
- Risk Management Essentials and Implementation Strategies
- Software Quality Engineering

For more information and to get registered for a course, [click here](#).

## SECTION 0614 MEMBERSHIP

There are 103 members in our Section as of February 5, 2018.

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