

## CHAIR'S CORNER

by Jo Haberstk

I want to express my personal thanks to the section members and family members who participated in our March 13 Community Outreach activity at Second Harvest in Pasco. The turnout was lower than I had hoped for, especially since this was an opportunity to give back in our community. Other volunteer slots were filled by folks from a local church, and we had fun working with them, sorting and boxing up bread. The overall tally for the night's efforts: 3610 lbs. (which equates to 3008 meals). Great job!

Our April 10 dinner meeting will focus on "Systems Engineering and Requirements Management." We are inviting members of the local IEEE and INCOSE chapters to join us for this meeting, which should be of interest to folks in a variety of fields. Please share the [meeting flyer](#) with others as well – let's get a big crowd that night!

And, speaking of April, which is right around the corner... April is Distracted Driving Awareness Month. This is a united effort to recognize and eliminate preventable deaths from distracted driving. It's a public health issue that affects all of us. The latest statistics show motor vehicle fatalities are up 6% from 2015; more than 40,000 people were killed on the roadways last year, and distracted driving is a major contributor. Cell phones, dashboard infotainment systems and the ever-evolving voice command features all pose threats to safety. Just one second of distracted attention can change a life forever.

I recently read that 75% of Americans think using hands-free technology in the car is safe. But research shows that giving voice commands may be even more distracting than chatting on the phone while driving. The AAA Foundation for Traffic Safety found drivers doing some voice tasks via infotainment systems may remain distracted for as long as 27 seconds after they finish a task.

Some important facts from the National Safety Council:

- Distraction leads to driver error.
- Seven percent of all drivers at any given time are using their phones while driving. A survey found 660,000 drivers using cell phones or manipulating electronic devices while driving at any given daylight moment.
- Drivers talking on phones, hand-held or hands-free, miss seeing up to 50% of what is around them, like other drivers, pedestrian, and bicyclists.
- Before you start your car, turn off your phone and...Just Drive!

Thousands have died in vehicle crashes because they or other drivers are distracted by cell phone conversations, emails, text messages and social media. Print out this [Lifesaving Checklist](#), and share it with your co-workers, friends and family.

- Jo

## Healthy Living Principles

by Robert Boykin

The ethics of healthy living is similar to ethical behaviors that can be practiced in the workplace – and, as we know so well, ethics can be defined as moral principles that govern a person's behavior. In so much as doing the right thing, it is said that we have an ethical responsibility to practice healthy living habits to remain morally and physical fit in order to be of value to those that we interact with at home and at work.



So, promoting occupational wellness can encompass ethical behaviors such as:

- Move more: Physical activity is good for our well-being, but it also has countless other benefits - like making life and work more enjoyable.
- Drink more water: Drinking enough water maintains the body's fluid balance, which helps transport nutrients in the body, regulate body temperature, digest food, and more.
- Get enough sleep: Being well-rested inhibits nodding off during meetings, yawning at the desk, and can help people think more clearly, process information more quickly, and retain important facts as well.
- Exercise: Improves heart and lung health, and can provide more energy to tackle daily work requirements.
- Practice self-control: Prevents difficult situations from escalating into conflicts that can disrupt workflow and threaten staff morale.
- Be honest and do the right thing: Doing the right thing can help in getting the same things back. By giving value to people, and helping them, they will often want to help you and give you value in some form.

The take away is that promoting occupational wellness in the workplace can help to reduce absences, decrease accidents and work-related illnesses, ease stress for employees covering for those absent, emphasize corporate responsibility, and increase staff morale. So, let's be healthy out there.

Be well and be safe.

- Robert

**April 10, 2018**  
**American Society for Quality**  
**Columbia Basin Section 0614**

Tuesday,  
April 10, 2018

**LOCATION:**

Shilo Inn  
50 Comstock Boulevard  
Richland, Washington

**5:30 p.m.** – Check  
in/Networking

**6:00 p.m.** – Buffet Dinner

**6:45 p.m.** – Presentation

**DINNER BUFFET MENU:**

The Chef and crew at Riverside Catering 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 or check)**

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

**Note:** All no shows will be billed  
unless cancelled 48 hours in  
advance.

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

## “Systems Engineering and Requirements Management”



### Phil Townsend Project Engineer, BNI, WTP Project INCOSE Certified Systems Engineering Professional

Systems Engineering has sometimes been described as being at the confluence of Engineering, Quality Assurance and Project Management. One of the key focus areas for Systems Engineering is related to the management of requirements for the design of systems. This includes requirements identification, definition, allocation, tracing, and verification.

Requirements management requires us to identify the myriad sources of requirements, typically beginning with a contract or specification, but also extending to laws, regulations, codes and standards. Often overlooked within traditional Quality Control are the performance requirements that ensure a system, subsystem, or part is able to interface correctly with other systems, sub-systems and parts. For example, how does a computer manufacturer ensure all the components within the “box” integrate properly? How does a software developer ensure that all the sections of code being developed by independent teams of software engineers all integrate, work together properly, and work with existing software and operating systems? The answer is systems engineering and requirements management. The more complex the design-build effort, the more systems engineering and requirements management are needed to ensure success.

The International Council on Systems Engineering (INCOSE) has established best practices, methods and a body of knowledge (similar to the practice of project management) to help guide the practitioners of systems engineering. In the last decade, significant advances have been made in the availability and capability of software tools for use in support of requirements management. The April 10 presentation will:

- Provide an overview of the INCOSE principles and recommended practices related to requirements management
- Show how the tools of requirements management integrate with QA/QC
- Show how all this helps to ensure that what we design, build and install meets requirements and therefore provides the required quality.

*About the speaker: Phil Townsend obtained his BS in Mechanical Engineering from Purdue University, and his MS in Engineering Management from WSU Tri-Cities. He served nine years as a US Navy submarine officer, and has worked for various contractors on DOE projects for the last 25 years in operations, maintenance, program management and engineering. For the last 11 years, he has worked various assignments for Bechtel National, Inc. on the Hanford Waste Treatment and Immobilization Plant (WTP) project. He is a Certified Systems Engineering Professional (CSEP) through the International Council on Systems Engineering (INCOSE).*

## SPECIAL GIFT OPPORTUNITY AT APRIL MEETING FOR 0614 MEMBERS WHO ARE FULL OR ASSOCIATE ASQ MEMBERS

As a way of saying “thank you” to our section members who currently hold Full or Associate ASQ memberships, we are offering a special gift at our April 10 dinner meeting.

To qualify for the gift, you *must*:

- Be a current section member and also a Full or Associate ASQ member in good standing
- Make your reservation for the April dinner meeting by the due date (April 4)
- Attend the dinner meeting

That's pretty easy, right? Get your [RSVP](#) in now! If you'd like to upgrade your membership, contact [ASQ](#) for more information.

## INVITE A FRIEND/COLLEAGUE TO THE APRIL 10 DINNER MEETING AND YOU MAY WIN A PRIZE

All current Section 0614 members who bring a guest/invite a friend to the April 10 dinner meeting, per the rules below, will be eligible to win a special prize:

- The section member or invited guest (non-ASQ, INCOSE or IEEE member) must make a reservation prior to the April 4 deadline and must attend the dinner meeting. Be sure that when the RSVP is made, it is noted that the individual is attending as *your* 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 our 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.

Please share the meeting announcement (also posted on our [website](#)) with others and invite them to join you for this meeting.

## ASQ TRANSFORMATION UPDATE

We have been hearing a lot lately about ASQ, transformation and the future. Some has been speculation on LinkedIn and other resources and other information has been shared on the ASQ website.

The ASQ Board of Directors met in Dallas, Texas, in late February, at which time a number of in-process and planned future actions were discussed/detailed. Here is a [link to a summary](#) of that meeting, in case you missed it in a recent Friday Fast Facts. More information about upcoming changes is expected to be announced at WCQI.

## FREE MEMBER GIFTS FOCUS ON CHANGE

The winds are changing, and organizations are feeling the pressure more and more to adjust to the onslaught of new technologies, higher customer expectations, and global competition.

ASQ's free member gifts for March include:

- *Making Change in Complex Organizations* (e-book)
- *The Executive Guide to Improvement and Change* (e-book)
- *How to Create a Responsibility Culture* (WebEx)

Did you know that you can also earn Recertification credits for viewing the video content in these gifts? Per the ASQ website, for this month's gifts you can earn up to 0.6 RUs (0.1 RU per 1 hour of home study). [Access](#) your free gifts by March 31.

## WCQI 2018 – OPPORTUNITIES IN SEATTLE

April 30 – May 2

It's great that this year's World Conference on Quality & Improvement (WCQI) is being held in Seattle. Hopefully, a lot of our Section 0614 members will be able to participate.

The conference brings together thousands of quality professionals for session with world-class speakers, education on the latest quality methods and hands-on workshops. Take advantage of this great opportunity to network with others, learn about new products and services and expand your knowledge – all in one location.

This year's keynote speakers are Mel Robbins, Luke Williams, and John McElligott. Read more about them [here](#).

For more information and to register for WCQI, click [here](#).

## ENGINEERING & SCIENCE CAREER NETWORK ONLINE CAREER FAIR

MARCH 21, 2018 | 11:00 am - 3:00 pm EST

Looking for work? This is an online opportunity for science & engineering professionals to connect with potential employers in real time. This event provides opportunities for job seekers and employers to connect, network, and interview in a virtual environment designed for confidentiality, efficiency, and professionalism.

Who is invited?

- Experienced and early-career Engineering & Science professionals
- Candidates throughout the U.S. and around the world

Where is the Career Fair held?

- It all happens online
- Flexible time frame: Each (hiring) organization chooses their own chat times during the event

How does it work? For more information and to register for the fair, click [here](#).

## VOLUNTEERS NEEDED FOR PASCO SCHOOL DISTRICT ENTERPRISE WEEK – MARCH 26-30

Enterprise is a partnership with the local community and the Pasco School District. The program provides senior students with opportunities to apply what they learn in a real-world setting while giving back to their community. Students are grouped into small “consulting firms” where they work together to create a solution to one of six community challenges. Each student firm is paired with a business professional or community member to guide and mentor them. At the end of the week, the teams present their solutions and receive feedback.

The community challenges to be addressed:

- Downtown Development of Pasco
- Family Recreation Opportunities in Pasco
- Eco/Recycling (currently unavailable in Pasco)
- Student Success (around the 24 credit for graduating)
- Service (ideas around youth implementing a service concept in the community)

Volunteers are needed to help with mentoring (March 26-30 from 7:20 am – 2:30 pm each day), and also with the evaluation/judging process (March 30 from 8:30 am – 11:30 am). If you are interested in helping out, sign up [here](#). You can also review the Enterprise Week [brochure](#) for more information, and/or contact the Enterprise Office at [enterprise@psd1.org](mailto:enterprise@psd1.org).

## QUALITY MANAGEMENT JOURNAL AVAILABLE ONLINE NOW

The *Quality Management Journal (QMJ)* is a peer-reviewed publication, published four times per year. It aims to link the efforts of academic researchers and quality management practitioners by publishing significant research relevant to quality management practice and provide a forum for discussion of such research by academics and practitioners. New research that scientifically explores the principles of quality management is actively sought for publication.

The January issue focused on research in healthcare quality management, including operating room delivery, clinic management, and quality measurement.

The transition to online access for the QMJ is now complete. Full, Senior, Fellow, and Honorary members all now have free access to digital subscriptions. If you are a Student or Associate member and would like to upgrade your membership, contact ASQ at 800-248-1946.

## QUOTE OF THE MONTH

“You take your life in your own hands, and what happens? A terrible thing, no one to blame.

~ Erica Jong

## ENERGY TIPS FOR DAYLIGHT SAVING TIME

(excerpt from the American Home Shield newsletter)

As the days get longer and the weather gets warmer, your energy bill gets bigger. Take advantage of a few tips to reduce the energy consumed in your home as spring and summer approach.

Daylight Saving Time has arrived. With it comes longer, hotter days that can drastically affect your energy bill. Here are some creative tips to help you save money for the spring and summer months ahead.

**Take Advantage of the Extra Sun:** Natural light is a great way to reduce energy costs. Open the blinds, and let the sunlight brighten your home. When your air conditioner is on, keep blinds closed during the day to lower the temperature of your home.

**Keep Your Cool:** Find your threshold for cool air and set the temperature accordingly. And to maximize the effectiveness of your unit, don't forget to change your air filters and clear any vent blockages.

**Fans are Your Friends:** One of the biggest contributors to energy bills is the air conditioner. Turn it off completely and cool down your home with window, ceiling and whole-house fans for big savings.

**Turn Down the Heat:** Water heaters account for about 18% of home energy costs. Lowering the temperature on your unit to around 120°F will help reduce how much energy it consumes.

**Seal Your House:** Weather stripping, caulking windows and sealing air leaks will keep the cold air in and the hot air out. This trick will benefit your heating costs in the cold winter months as well.

**Strategically Run Your Appliances:** Running the dishwasher and dryer during the day increases the temperature of your home. Wait until the sun goes down to do the dishes and laundry so your air conditioner won't have to work as hard to cool your home. Washing your clothes in cold water helps lower costs, as does unplugging electronics when they aren't in use.

**Fire up the Grill:** Need an excuse to spend more time using the BBQ? Grilling outdoors, as opposed to using your oven, also reduces the heat of your home.

## FREE WEBCAST: BEHAVIOR BASED QUALITY AND HOW TO GET THERE

This ASQ webcast features Arron Angle, the managing director of Qualnomics Consulting. He provides an introduction to Behavior-Based Quality and lends a fun and memorable twist to a potentially powerful quality practice that could help transform an organization into a true Culture of Quality.

There is no charge for the webinar; for more information, click [here](#).

## ONLINE WEBINARS OFFERED BY BLUE RIDGE SECTION 1108

ASQ Blue Ridge Section 1108 is offering more free webinars in April. 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 offerings:

**April 10:** *Lean Six Sigma in Healthcare Labs*

**April 17:** *Work of Quality Leaders*

**April 24:** *Business Risk Management: What does it mean?*

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

## THE CRUCIAL ELEMENTS OF MEDICAL DEVICE STANDARDS AS THEY APPLY TO SOFTWARE TESTING -- FREE WEB SEMINAR – MARCH 29

Software testing is a required activity in the medical device industry. Regulatory requirements and the risk of injury to the patient, user, and environment make this a mandatory and highly-scrutinized task. While the basic software testing process and techniques apply, there are definite differences.

Obtain an overview of the key FDA and international regulations that make software testing in the medical device space different than other industries. During this web seminar, you will also experience SQE Training's Live Virtual Training platform. This environment allows you to participate in a virtual classroom hassle-free from desktop or mobile devices. You see and hear the instructor presenting the course materials and answering questions in real-time, and you learn by doing with hands-on exercises, group activities, and breakout sessions.

Space is limited—[secure your spot today](#).

## APRIL TRAINING IN SAN FRANCISCO

How about a trip to the city by the bay in April? When you're not in class, check out Ghirardelli Square, the cable cars, Pier 39, and maybe even take a tour on Alcatraz.

Check out the ASQ courses being offered in April in San Francisco:

- AS9100:2016/AS9110:2016/AS9120:2016 Risk Management
- AS9100:2016/AS9110:2016/AS9120:2016 The Path Forward
- Black Belt/Quality Engineering Statistics
- ISO 9001:2015 Internal Auditor Training (Exemplar Global Certified)
- Measuring Process and Organizational Performance
- Root Cause Analysis
- Systematic Problem Solving for Sustained Improvement

[Click here](#) for more information and to register for one or more of these courses.

## APRIL 19 BLUE RIDGE VIRTUAL CONFERENCE

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 also developing the softer, interpersonal, and relationship-building skills that help people to communicate and collaborate more effectively.

These people skills are more critical than ever as organizations struggle to find meaningful ways to remain competitive and increase productivity. Teamwork, leadership, and communication are underpinned by soft skills development. Since each is an essential element for organizational and personal success, developing these skills is very important and does matter...a lot.

Join Blue Ridge ASQ Section 1108 online April 19 (8:30 am to 12 noon EDT) for their first virtual conference. The theme, "Aspire to Inspire, Influence, and Engage Others by Improving Your Personal Skills Toolbox," is an effort to help highlight the need for soft skills development among quality professionals. The conference is designed to accommodate participants of all learning levels. The goal is to provide a jam-packed morning of useful knowledge and plenty of takeaways that can be readily applied in any work setting.

The early bird rate is only \$19 for ASQ members, if [registered](#) by March 31. Note: 0.35 RU's will be awarded to those who register and participate.

## ATTITUDE IS EVERYTHING – SEVEN THOUGHTS

Saw this online recently and wanted to share.

I especially like #4: *Do something good for someone else – the good boomerangs back to you!*

Check out the video [here](#).

## ONE POT BEAN & LENTIL CHILI

As a special thank you from our friends at Second Harvest, click [here](#) for a bean & lentil chili recipe. Enjoy!

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.

## TAX TIME IS JUST AROUND THE CORNER

### Some tips from the TurboTax website

Some tax deductions offered by the IRS encourage taxpayers to help society. There are several ways to reduce your own tax burden and feel good about how you did it. Here are a few tax breaks that might bring a smile to your face.

**Donate to Charity:** If you're supporting a cause, you can do so feeling good about your contribution—and reduce your taxable income at the same time. The IRS has strengthened its rules and documentation requirements, however, so get a receipt for any donations to avoid the danger of having them disallowed in case of an audit.

**Give Locally:** Funding local charities and nonprofits, may get you a tax break as well as helping to improve your community. Research local needs, and contribute toward recognized charities that meet those needs. It's a good feeling to know your donations are helping others get a hot meal at a soup kitchen or that students with financial need will be able to attend your local community college.

**Fund Individuals:** Giving to individuals raising funds for a charitable cause can be particularly rewarding because you have direct knowledge of what the funds are designated for. For example, if a friend is going on a three-day bike ride to raise money for a cause and has a fund-raising goal of \$3,000, giving her a big boost toward that number can allow her to concentrate on her training instead of fundraising—while you get to take that cash as a tax deduction.

**Sports and Entertainment:** Not every charitable donation has to go for a weighty cause like saving the planet. Local sports teams, art centers or community theaters may be registered non-profits with the IRS, meaning your donations there may be tax-deductible as well. They help keep the arts alive in your community and allow residents opportunities to participate in these activities. Note that if you get any benefits from the donations—such as free tickets or a meal—that value should be subtracted from the write-off.

For more tax tips and videos, click [here](#).

## TRY DIFFERENT, NOT HARDER

### Book by Karl Schoemer

Change is everywhere! In technology, education, healthcare, finance, and more. Where is it all coming from? What can we do about it? We live in a world full of exciting changes and opportunities for growth. Change is redefining our work and how and where it is done, who does it, and how long it takes.

Change is inevitable. We must learn how to work with and master change. This book provides 15 time-tested rules to learn how to seek solutions, practice adaptability, and become an indispensable asset to any team. Cost: \$15. For more information and virtual preview, [click here](#).

## SECTION 0614 MEMBERSHIP

There are 101 members in our Section as of March 6, 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.

