

## CHAIR'S CORNER - TAKE THE STAIRS!

by Jo Haberstk

Okay, I'll get to more about the stairs in a couple minutes, so keep reading!

Our April 10 dinner meeting, with speaker Phil Townsend and his topic "Systems Engineering and Requirements Management," was very informative. It was great to see many of our regular members there as well as those for whom this was their first ASQ meeting with our section.

I want to encourage everyone to take a look at the announcement for our May 8 meeting (next page), which will be a site visit/tour at the AutoZone Distribution Center in Pasco. Space is somewhat limited for this visit, so please RSVP as soon as possible.

Now let's talk about those stairs, with credit to the source that got me thinking about this, author and motivational speaker Rory Vaden.

When you're in a big mall, store or building with more than one floor and you see the elevator or escalator, do you automatically head that way? There's usually a sign nearby for the stairs, but how often do you take the stairs, even if you're only going up one or two floors?

Given the choice, not a lot of folks take the stairs. After all, the escalator is right there and it gets you where you're headed with a minimum amount of effort and exertion. But we all know that taking the stairs is good exercise, and it will help us reach the recommended 10,000+ steps a day we should be getting in. And taking the stairs really wouldn't take much longer, would it?

Most successful people achieve great results the old-fashioned way, one step at a time, with focus and self-discipline. They usually resist the temptation of "quick fixes," eliminating distractions and transcending personal setbacks to reach their goals. They tackle the tough problems, usually by breaking them down into more manageable bits, and take care of important things right away.

Successful people have learned that problems procrastinated on usually only get worse. Waiting to tackle a tough task almost always adds more stress to the situation. (And by the time we finally do get around to working on it, we're usually in a time crunch and feeling even more pressure to get it done.)

Think about something you've recently put off doing. How many excuses did you come up with to justify not working on that one nagging item? Putting it off most likely won't make it disappear, will it?

A little self-discipline can go a long way. Doing things we know we should be doing, even when we don't necessarily feel like doing them... Getting focused and tackling problems head-on... One step at a time will get you to the top.

## ASQ MEMBERSHIP LEVELS – YOU MAY BE ELIGIBLE FOR AN UPGRADE

by Scott Mitson, Membership Chair

Are you interested in making the world a better place? I suspect that you are - and because of that, you have become a member of ASQ.

ASQ members are individuals interested in understanding statistical process control, improving a process or product, pursuing root cause determinations and corrective actions, ensuring that requirements are met, and/or many more topics relating to quality.

I think it is interesting that, in a way similar to the different levels of education that one can achieve (HS, AS, AA, BS, BA, MS, MBA, PhD, etc.), followers and practitioners of quality can be recognized for different levels of achievement within ASQ.

Did you know that there are more than six different Membership Levels in ASQ? Each higher level reflects an increment in your professional development and quality expertise. Student, Organizational, and Associate members start the sequence (each with their own uniqueness), followed by Full, Senior, Fellow, and Honorary members. ASQ has only named 14 Honorary Level Members worldwide since 1946, but there are currently over 600 active Fellows. Within our own local section, the Columbia Basin Section, we do have a few Fellows in our ranks. This shows that our community is highly dedicated to quality pursuits –something to really be proud of! Senior level members comprise about 25% of our local section, roughly 60% currently at the Full Member level.

Now is a wonderful time for our "Full" members to consider upgrading to "Senior" level. The local section officers/leadership are hopeful that all eligible Full members will evaluate the requirements to become Senior members and submit applications if appropriate. A Senior Application form can be found under the heading "Advanced Memberships" on the ASQ website by clicking [here](#). There is no additional charge for becoming a Senior member; in fact, there are a couple free additional beneficial aspects available for those who upgrade. First is an option to select either an additional publication, membership in a secondary local section or to add another forum or division. Also, and equally importantly to note, once a member reaches the Senior level, the clock starts ticking toward fulfillment of a five year requirement at that level before one can become eligible to apply for the Fellow level. The ASQ "Fellow" represents the highest level of accomplishment normally achieved in the ASQ membership level sequence and has additional requirements. Progression through the levels can all be considered part of your professional development, and we want to assist you in this endeavor.

Look for me or another member of our section leadership team at the next meeting, and pick up a Senior Level application. If you have one year of membership in ASQ at the Full member level, and 10 years of active professional experience (or 6 years of experience plus a BS degree), you are most likely ready for the upgrade. In fact, we can review your status, fill out the application on the spot, and we will even submit it for you! This is just one more way we hope to provide a benefit to our local section members.

So, please consider pursuing this opportunity to "Take it to the Next Level!"

**May 8, 2018**  
**American Society for Quality**  
**Columbia Basin Section 0614**

**Tuesday,**  
**May 8, 2018**

## “Quality and Customer Focus”

**LOCATION:**

AutoZone Distribution Center  
3733 Capital Avenue  
Pasco, Washington  
(509) 412-6217

**TIME:**

**5:45 p.m.** – Check-In  
**6:00 p.m.** – Tour Begins

NOTE: There is no charge for this site visit, but space is limited, so please make your reservations as soon as possible.

**Reservations** are due May 2.  
E-mail [0614asq@gmail.com](mailto:0614asq@gmail.com)  
with your name and contact information.

Driving Directions:

From George Washington Way in Richland, take the exit onto I-182 East toward Pasco. Take Exit 14 for US-395 North toward Spokane. Continue on US-395 North for about 0.9 miles. Take the Kartchner Street exit (on the right), toward the King City Truck Stop area. Turn left onto Kartchner. Turn right onto Capital Avenue. There is a sign for “employee and visitor parking” (the parking area is not readily visible from the road). Park in the lot, and enter through the main entrance.

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



### PLEDGE & VALUES

AutoZoners always put customers first!  
We know our parts and products.  
Our stores look great!  
We've got the best merchandise at the right price.



**An AutoZoner Always...**

- PARTS CUSTOMERS FIRST**  
Our customers are first. We are committed to providing great customer service and getting the parts right. (Remember your customer is not your customer. It's your customer. You're not your customer and you're not your customer.)
- CAREER OPPORTUNITIES**  
We provide our employees with ongoing, relevant growth and career development. (Remember: we're not your customer. We're your customer.)
- STORIES FOR EXCEPTIONAL PERFORMANCE**  
Our employees are the best. They are committed to the highest level of performance. (Remember: we're not your customer. We're your customer.)
- EMPLOYEE DIVERSITY**  
We are committed to the success, growth, and development of our employees. (Remember: we're not your customer. We're your customer.)
- EMERGENCY DIVERSITY**  
We are committed to the success, growth, and development of our employees. (Remember: we're not your customer. We're your customer.)
- HELPS STAFFS SUCCEED**  
We are committed to the success, growth, and development of our employees. (Remember: we're not your customer. We're your customer.)

## AutoZone Distribution Center 3733 Capital Avenue - Pasco

For more than 30 years, AutoZone has been committed to providing the best parts, prices and customer service in the automotive aftermarket industry. With a rich culture and history of going the Extra Mile for their customers and community, they are the leading retailer and a leading distributor of automotive replacement parts and accessories in the United States. They sell auto and light truck parts, chemicals and accessories through over 5,800 AutoZone stores in all 50 states plus the District of Columbia, Puerto Rico, Mexico and Brazil.

The Memphis, Tennessee-based company, a Fortune 500 company since 1999, operates auto parts stores and supplies automotive replacement parts and accessories to a variety of customers. The company, which is publicly-traded, boasts annual sales of \$10.2 billion. About 80 percent of its customers are do-it-yourself types, and 20 percent are commercial.

AutoZone's new Pasco distribution center, located near the King City Truck Stop area, has now been in operation for a little over a year. The company invested \$50 million into the 443,819 square foot distribution center and truck maintenance yard in Pasco. The center serves 235 stores in seven states, including four in the Tri-Cities.

The company's pledge states that team members (AutoZoners) know their parts and products, that their distribution centers look great, and that they deliver the right merchandise at the right time. They also emphasize a clean and safe work environment, with stores collecting and recycling 8.5 million gallons of used oil each year, as well as collecting and recycling batteries and scrap metal. Their distribution centers and truck facilities recycle cardboard, wood pallets, shrink-wrap, and more.

Join us on May 8 for a special tour at the Pasco distribution center. We will learn more about the company's history, culture, teamwork, safety and quality philosophies.

## WCQI IS JUST AROUND THE CORNER!

ASQ's World Conference on Quality (WCQI) begins on April 30 in Seattle. For those participating in pre-conference activities, such as Member Leader meetings or certification exams, the fun starts even sooner.

Are you going to the conference? We've only heard from a few members so far who say they will be participating. Hopefully many Section 0614 members will be able to go, as the annual conference usually features lots of great opportunities for networking, catching up with friends from past events, and learning new things.

The theme for this year's conference is "The Innovation of YOU." Today's exponential pace of change has shifted innovation from a practice that brings advantage to a practice that is required just to keep up.

This year's key focus areas are:

- **Quality 4.0: The Future of Quality Starts Here**
- **Risk and Change**
- **Building and Sustaining a Culture of Quality**
- **Master's Series**

Each year thousands of quality professionals participate in the annual conference to share best practices, expand their networks, and further develop their professional growth. The body of tools, techniques, and methods that Quality encompasses is ever growing, and the digital transformation of today is filled with opportunities to expand the development of new approaches that will affect how quality principles are applied tomorrow.

Check out all the topics and speakers [here](#). Hope you will be able to attend!

## APRIL MEMBER GIFTS – ISO AND AUDITING

If you deal with internal operations, ISO 9000 compliance or supplier management, you already know that auditing plays a key role in ensuring that systems are not only optimized for meeting output goals but also improving to stay competitive in the marketplace and innovative when delivering on customer needs.

To help prepare for ISO 9001 transition and your next continuous improvement challenge, ASQ's free gifts for April include the following resources:

- **Complete e-book:** *Cracking the Case of ISO 9001:2015 for Manufacturing, 3rd Edition*
- **Six popular webcasts**, including the two-part series, *Auditing a Process-Based Quality Management System*
- **A sampling from the new handbook**, *How to Audit ISO 9001:2015 – A Handbook for Auditors*, featuring checklists and worksheets
- **More than a dozen templates and checklists** for ensuring successful internal audits

To access your free gifts, click [here](#).

NOTE: Viewing all the webcasts in this month's member gift is equal to 0.5 RUs as a Home Study activity for Recertification.

## CERTIFICATION NEWS

by Patrick Faulk, 0614 Certification Chair

There is a lot of information to share this month about upcoming certification exams, recertification, and more.

The application deadline for several Certification Exams is May 4. The following exams will be available during the June 1-17 testing window:

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

ASQ Full Members save \$150 on the certification application. If you are not already a Full Member, this may be the right time to join! To upgrade your membership, contact [ASQ Customer Care](#). To sign up for one of the upcoming Exams, click [here](#).

**ASQ Certification Accreditation:** ASQ has started working toward achieving both National Commission for Certifying Agencies (NCCA) and ANSI/ISO/IEC 17024 Conformity assessment accreditation by the end of 2019. ASQ recently issued the following statement:

*"Achieving accreditation is important to ASQ because it provides ASQ certified professionals and their employers with the assurance that ASQ's credentials meet the highest standards expected and needed to advance the quality profession. Accreditation will demonstrate ASQ's commitment to meet or exceed established standards by validating all aspects of our program such as:*

- *Continuous quality improvement*
- *Security and confidentiality*
- *Sound governance and operations*
- *Financial and resource availability*
- *Transparency and fairness to quality professionals and the public*
- *Rigor to and validity in assessments*
- *Appropriateness of the certification exam for the industry"*

**Recertification Journal Update:** A new version of the Recertification Journal was released on January 1. The new Journal contains more information on ways to earn recertification units (RUs) and has a simplified layout, table of contents, and contains the updated ASQ Code of Ethics. The new Journal also increases the RUs granted for meetings from 0.3 RUs to 0.5 RUs. This recognizes the high value of professionally-based sessions at clinics, workshops, and section and division meetings. The change took effect on January 1. The increased RU value applies to any meetings already attended this year, as well as future meetings. (Yet another good reason to attend our monthly Section meetings!)

The latest changes to the printed Recertification Journal are reflected in the online Journal. Both are accessible at <https://asq.org/cert/recertification>.

## myASQ – WHAT'S HAPPENING NOW & WHAT IS COMING

*The following is an excerpt from a recent communication received from ASQ.*

myASQ is an exciting, new community platform that offers visitors accessible, timely and relevant solutions, meaningful networking, and interaction with like-minded quality professionals. myASQ is a centralized, online source designed to support practitioners in learning and using quality—helping you succeed.

**Launch Update:** A myASQ product development team has been working diligently on the concept, strategy, and construction of the new platform in anticipation of a late-April launch, prior to ASQ's WCQI. At the conference, attendees will have an opportunity to experience firsthand the new platform, registering and learning about the benefits of the new online community.

Once launched, users of the current platform will be redirected to myASQ, where members can sign in using their asq.org username and password and begin connecting with other community users. Users will have access to four types of communities at launch, including:

- Member leaders (member leader community and committee collaboration sites)
- Geographic (sections and local member communities)
- Technical (divisions and forums)
- Peer groups (example: Emerging Quality Leaders Program participants)

Following its launch, myASQ will continue to be developed—adding communities, features, and functionality, as well as the ongoing refinement of content and programming for increased member and customer engagement. Member leader and member communities in myASQ will be created in phases, focusing first on those on the current community platform, then on ASQ-hosted websites, followed by those with external sites on a volunteer basis. ASQ's intent is that myASQ will eventually host external member unit websites to streamline the member experience.

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

## UPCOMING BLUE RIDGE LUNCHTIME WEBINARS

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

**May 3:** *How to Handle Large Data*

**May 8:** *Making Better Decisions*

**May 16:** *Introduction to ANOVA*

**May 23:** *Organizational Change Management*

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

## LEADING NASA INNOVATOR AND WORKFORCE TRENDS EXPERT ADDED AS KEYNOTES AT WCQI

Two new (additional) [keynote speakers](#), Adam Steltzner and Peter Sheahan, will be featured at ASQ's World Conference on Quality and Improvement (WCQI). The annual conference, held April 30 – May 2 in Seattle, is the world's largest quality conference, attracting approximately 2,500 attendees from more than 45 countries.

**Adam Steltzner**, Ph.D., NASA, is recognized as one of NASA's leading innovators. For nearly a decade, Steltzner led the breakthrough team that invented the sky crane landing system that landed the Mars rover, Curiosity, on the Martian surface in 2012. Next, Steltzner will lead NASA's Mars 2020 Project that will gather core samples of Mars for scientific discovery. The author of *"The Right Kind of Crazy: A True Story of Teamwork, Leadership and High Stakes Innovation,"* Steltzner brings to life unique strategies and perspectives on collaborative leadership, breaking through the seemingly impossible, and harnessing the power of curiosity to spark innovation.

**Peter Sheahan**, founder and group CEO of Karrikins Group, is internationally known for his innovative business thinking and thought leadership. With staff in 24 cities, across nine countries, Sheahan knows firsthand the challenges of growing a business in the rapidly changing marketplace. Sheahan is the author of seven books including business best-sellers *"Flip," "Generation Y," "Making it Happen"* and *"Matter."* He has been named one of the 25 Most Influential Speakers in the World by the National Speakers Association and is the youngest person ever to be inducted into their industry Hall of Fame.

For more information about the ASQ World Conference on Quality and Improvement, [click here](#).

## NO BUGS, NO STRESS FREE E-GUIDE FOR SOFTWARE/PROGRAMMING

If your work involves programming and software, you know that you can't improve your programming skills when nobody cares about software quality. When that happens, your stress level increases and your life-quality becomes worse.

No Bugs, No Stress is a free e-guide from Rafael Del Nero, may be helpful. Check it out to:

- Learn the best programming practices with the four steps inside
- Understand the system as a whole to decrease your bugs and stress
- Effectively manage your tasks/sub-tasks without pressure.

Get your free guide [here](#).



## APRIL IS NATIONAL VOLUNTEER MONTH

Here are some good causes to consider.

### VolunYoga - April 28th from 10:00am-1:00pm at Second Harvest in Pasco

Join Pure Yoga at Second Harvest to help feed the hungry and set positive intentions. Participants will give back to the community by spending one hour sorting through produce to be delivered to area food banks and meal programs to provide nutritious food to students, seniors, and families in need. The event will conclude with an hour of beginner yoga lead by Pure Yoga and a complimentary infused water from Karma Juice. Cost is \$25.00 per person. Limited spaces are available, and advance registration is required. Register today [online here](#) or contact Ettie at (509) 545-0787, ext. 206.

### Repeat Boutique – Chaplaincy Health Care

Chaplaincy Health Care now has non-profit thrift stores in both Kennewick and Richland. Volunteers are needed to staff the store in a variety of positions including, sales, cashier, receiving and recovery. Click [here](#) for more information.

### American Cancer Society

Lack of transportation has become a major problem for thousands of cancer patients. Many patients need daily or weekly treatments, often over a period of months, and they simply have no transportation or are too ill to drive. Road to Recovery is an American Cancer Society service program that provides cancer patients with transportation to and from scheduled treatment appointments. Volunteer drivers donate their time to take patients to treatments and return them to their homes. Interested? Click [here](#).

### Washington State STEM Education Foundation

You can help make a difference in the lives of students in the Tri-Cities by becoming a Science, Technology, Engineering and Math (STEM) volunteer, and assisting with STEM classroom activities, events, job shadows, mentoring, internships, and career days in schools and learning centers. Volunteers can also help with volunteer recruitment, office support and special events. Click [here](#) for more information.

### Nature Abounds/Watch the Wild

As a Watch the Wild volunteer, you observe and report what is taking place in your community, from trees and plants to weather and wildlife activity. In as little as ten minutes, your observations help with understanding how eco-systems are changing and adapting for the future. For more information, click [here](#).



## TEN WAYS TO INCREASE MORALE & MOTIVATION

### Free Webinar – April 24

Workplace morale influences employee engagement and satisfaction. Bad morale leads to demotivated employees and increased job dissatisfaction. Leaders need to understand how morale influences the workplace and their employees. They also need to know how they can positively contribute to the overall morale.

ASQ's Human Development & Leadership Division is offering a free webinar on April 24 from 2pm to 3pm Eastern Time. Presenter Rick Denley is a sales executive who combines strong leadership skills with coaching tactics and real-world knowledge and experience to assess required organizational change and facilitate growth.

The webinar will provide information to help participants:

- understand the impact of workplace morale and how to influence it positively
- identify the nature of motivation and a leader's role in providing it
- provide 10 techniques to increase motivation and morale in the workplace

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

## ATD INTERNATIONAL CONFERENCE & EXPOSITION May 6-9 in San Diego

The Association for Talent Development (ATD) International Conference & Exposition is the largest event for talent development professionals worldwide. Gain insights into the latest trends, best practices, and new solutions for designing, delivering, implementing, and measuring learning programs.

The conference includes over 300 top-rated educational sessions covering every aspect of the learning industry as well as keynote speakers, pre-conference workshops, and opportunities to network with others from across the globe. Content tracks include leadership and talent development, learning technologies, and global human resource development, and more.

For additional information, including session descriptions, and to register for the conference, click [here](#).

## INTRO TO PUBLIC PROCUREMENT SEMINAR May 23-25 in Spokane

This seminar provides an overview of the ever-changing profession of public procurement by identifying fundamental concepts that affect procurement in the public sector. Practical examples, discussion, group exercises and case studies will be used.

The course is intended for individuals interested in an overview of procurement functions for the purpose of understanding the basic elements that underlie all areas of public procurement. There are no prerequisites. For more information, click [here](#).

## EARTH DAY – APRIL 22

### GET INVOLVED IN YOUR COMMUNITY

National Earth Day is April 22nd, but in many communities it is celebrated the whole month of April with educational activities, tours, talks, crafts, projects, and special events.

In addition to events and activities, Earth Month is a great time to try out some new personal habits that are beneficial to the environment. Commit to a month of a positive change, and see what happens. What will you do? Here are some ideas to get you started:

**Rent, Reuse, Recycle.** Rent or borrow items that will only be used a few times. Bring your own bag when you shop, donate used clothing to thrift stores, and buy used whenever possible. Invest in reusable containers, use “real” plates instead of paper/plastic, refill ink cartridges, and recycle whenever possible. According to the EPA, 75% of Americans’ trash can be recycled, but only 25% actually is. Recycling an aluminum can takes 96% less energy than creating a new one. More information about recycling can be found at [www.earth911.com](http://www.earth911.com) or the [WA Department of Ecology Recycling Hotline](http://WA Department of Ecology Recycling Hotline) website.

**Trail Work on Badger Mountain.** Help is needed with a number of projects, including smoothing out rocky sections of trail, re-graveling thin sections, securing trail edges and helping to create new trails. Work projects can be arranged for large and small groups, or individuals can join in planned trail work parties. For more information and to volunteer, email [trailmaster@friendsofbadger.org](mailto:trailmaster@friendsofbadger.org).

**Take the Pledge to End Plastic Pollution.** Currently about 300 million tons of plastic are produced each year to make bags, bottles, packages, and other commodities for people all over the world. Unfortunately, only about ten percent of this plastic is properly recycled and reused. The rest ends up as waste in landfills or as litter in our natural environment, where it leaches dangerous chemicals into the nearby soil and water, endangering humans and wildlife alike. Click [here](#) to take the pledge.

**Community Clean-Up.** Find a community area that needs a little help. Such projects can include parks, streets, and non-profit grounds clean-up. You can also [adopt a stretch of highway](#). Need more ideas or projects? E-mail [gail@gogreentricities.org](mailto:gail@gogreentricities.org) or call 509-539-6454 or your local area coordinators.



## DRIVING BREAKTHROUGH INNOVATION

### Free Webinar May 3

What is the difference between organizations that achieve breakthrough innovation and those that achieve incremental innovation? Join Pam Henderson (a Section 0614 member) and others as they explore the results of a study done with over 80 companies, revealing the ways organizations achieve breakthrough innovation.

The May 3 webinar will highlight:

- How the maturity model approach can show valuable steps toward breakthrough innovation
- Practical ways to work on innovation impact within your own organization.

Click this [link](#) for more details.

## MAY TRAINING IN BALTIMORE

May is a great month to be in Baltimore! Check out the Inner Harbor, sample fresh local seafood, take a water taxi to Fell’s Point, go sailing on Chesapeake Bay, visit historic Fort McHenry, and more. Sign up for some training and you’ll have a great excuse to make the trip.

Check out the ASQ courses being offered there in May:

- Certified Quality Auditor Certification Preparation
- Certified Quality Engineer Certification Preparation
- Certified Six Sigma Black Belt Certification Preparation
- DMAIC Review Workshop
- Fundamentals of Measurement Uncertainty
- Internal Auditing to ISO/IEC 17025
- Introduction to Quality Management
- ISO 9001:2015 Lead Auditor Training (Exemplar Global Certified)
- ISO 9001:2015/IATF 16949 Lead Auditor Training (Exemplar Global Certified)
- Lean Six Sigma Yellow Belt
- Software Quality Engineering Certification Preparation

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

## QUOTE OF THE MONTH

“Every day may not be a good day but there is good in every day.”

~ Author Unknown

## PROBLEM SOLVING/ROOT CAUSE ANALYSIS/EVIDENCE - BASED ANALYSIS

### Free Webinar May 8

One of the necessary practices in development, maintenance, and failure recovery is root cause analysis (RCA). This term gets used almost synonymously with problem-solving as if the two were somehow the same thing. Albeit, you can have a problem, fix it, and never perform anything that resembles a root cause analysis. You can also perform root cause analysis (more appropriately termed “causal analysis”) to gain understanding or make changes that do not necessarily stem from a “problem”. Delineating problem solving from RCA is important conceptually.

This free webinar/virtual meeting, offered by ASQ’s Charlotte Section, will illuminate the differences between the two and share how to effectively and efficiently facilitate problem-solving, RCA, or both when needed. This is an evidence-based approach that supports informed decision making (defensible in the face of challenges). Upon completion of the webinar, attendees will be able to determine the correct path to take when presented with the need to make a decision. Based upon that decision, they will have learned how to deploy the appropriate method(s) to achieve the desired goal, whether it be solving a problem, making causal determinations, or both in conjunction.

Presenter David Auda is a senior safety/reliability engineer with over 40 years of interdisciplinary experience in a variety of industries, including aerospace, sensitized goods manufacture, instrument development, energy, medical devices, automotive and heavy equipment. He is an ASQ Certified Reliability Engineer and Quality Manager and an ASQ validated trainer and volunteer leader. This webinar includes some of the information from a 16-hour course he teaches to train facilitators in Problem Solving/RCA/Evidence-Based Analysis.

The webinar will be offered on May 8 from 12 noon to 1 pm (EST). Registration deadline is May 6. Recertification Units (0.1) may be earned for attending this webinar. Register [here](#).

Have you moved recently? Has your email address changed? Help us keep you informed of Section 0614 events and information by periodically reviewing and 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 there, and then be sure to also click on the “Opt In/Out” tab and check the “Member Communication” box and “Section Communication” to be sure you are subscribed to receive future Section communications.

## GRAPE TO GLASS GALA FUNDRAISER MAY 19 IN GRANDVIEW

Yakima Valley Vintners, Yakima Valley College’s (YVC) teaching winery, is located on the YVC Grandview Campus. Students studying in the college’s Vineyard & Winery Technology Program are provided an opportunity for hands-on technical training in the area of viticulture and enology.

The Grape to Glass Gala event on May 19 from 6 pm – 9 pm will include a four-course Winemaker’s Dinner, catered by Tom Douglas Catering, paired with Yakima Valley Vintners’ wines. There will also be a silent auction and dancing. Proceeds will benefit student scholarships for the Vineyard and Winery Technology Program.

The Gala is a way to celebrate the success of graduates from the program who are working in the grape and wine industry and to showcase the work they are doing with local employers.

Tickets are available for advance purchase for \$65/person until April 30; after that date, the cost is \$75. For those purchasing a table for eight, guests will be treated to priority service and special event recognition on the program and during the event. For more information and to purchase tickets, click [here](#) or call 509-882-7069.

## SIMON COLLIER QUALITY AWARD NOMINATIONS DUE MAY 31

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

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

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

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

Deadline for nominations is May 31. For additional information and a list of past award recipients, click [here](#).

## THE STORY OF JOHNNY LEXUS

by Jon Gordon

Five years ago Johnny was known as the annoying older guy who hung around the waiting area of the Hendrick Auto Lexus dealership in Charlotte and bothered the employees.

After receiving a number of complaints about him, Steve Strickland, the General Manager, invited Johnny into his office. He found out what his employees already knew. Johnny wasn't there to buy a car. He just wanted to have conversations and talk to people.

Steve learned that Johnny had worked in one of the towers of the World Trade Center but he wasn't there on 9-11 because he had a doctor's appointment. Many of his friends died that day so Johnny and his wife moved to Charlotte for a fresh start.

One day Johnny brought his car to the dealership to get serviced and liked the coffee and atmosphere so much he came back to hang out. Steve told me that in listening to Johnny's story he realized that Johnny wasn't looking to bother anyone. He was looking for a family.

Instead of telling Johnny to get lost and stay away from the dealership, Steve actually hired him to be part of their customer service team.

"What does he do?" I asked?

"Anything we ask," Steve responded. "He does a little bit of everything."

At first the employees weren't happy with Steve's decision. But the more they worked with Johnny and learned his story the more they grew to love and appreciate him. He's become so popular and indispensable to the team and dealership he's now known as Johnny Lexus. No one even knows his real last name. Everyone just calls him Johnny Lexus.

Johnny Lexus has gone from the guy who no one wanted at the dealership to a beloved team member that represents the brand of the dealership... all because Steve Strickland took the time to hear Johnny's story.

It's a great lesson for all of us. Everyone we work with and everyone we meet has a story to tell. I've learned that amazing things happen when we get to know their story.

If you are a leader or member of a team, remember that everyone you work with is bringing their story to work. Your job is to get to know their story. When you know their story you will know them a lot better. When you know them better, you will be less likely to see them as annoying, difficult or negative and more likely to see them as someone who is searching to belong; to matter and to add value.

When you look for the good, and see the good in others, you find the good in them and yourself.

Steve took the time to listen and look for the good in Johnny and found it and Johnny Lexus found his family.

*Jon Gordon's best-selling books and talks have inspired readers and audiences around the world. He is the author of numerous books including The Energy Bus, The No Complaining Rule, Training Camp, and The Positive Dog. Check out his website at [www.JonGordon.com](http://www.JonGordon.com).*

## SECTION 0614 MEMBERSHIP

There are 99 members in our Section as of April 5, 2018.

<b>2018 SECTION 0614 LEADERSHIP TEAM January 1 - December 31, 2018</b>	
<b>Section Chair</b>	Jo Haberstok
<b>Secretary</b>	Kent Ozkardesh
<b>Treasurer</b>	Robert Boykin
<b>Audit</b>	Stephen Pottle
<b>Membership Chair</b>	Scott Mitson
<b>Certification/Recertification</b>	Patrick Faulk
<b>Nominating Chair</b>	Robert Kuhlman
<b>Webmaster</b>	Steve Prevetie
<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.