



## CHAIR'S CORNER – Changes, Challenges, and Carrying On

by Jo Haberstok

How are you all doing with our extra-special weather lately? I was really hoping for less snow and more spring-like weather in February. So now I'm hoping for it in March!

Changes, challenges and carrying on. In the past few weeks I've had to remind myself more than once that changes are not always bad. Sudden changes in plans can feel a bit overwhelming at the time but, in the end, things usually work out just fine. Challenges can be, well, challenging. Some days I'd prefer to just pull the covers up over my head, but in reality (and from past experience) I know that challenging situations are also great opportunities for learning and growth.

As you know, we ended up cancelling our February dinner meeting due to the really bad weather and continued forecasts for more snow that week. It was the right call for sure, as it turned out. Definitely better to be safe than sorry. We had hoped to be able to re-book the same speaker for March or even April, but due to scheduling conflicts, that's not going to work.

We are now also looking for other meeting venues for the future. And, as the logic goes, it's difficult to confirm speakers without knowing available dates for the meeting room. And sometimes it can be equally difficult to confirm a meeting venue and/or caterer without knowing a potential speaker's schedule. And just writing all of this has me reaching for the aspirin bottle. Trust me, I've reached for it a few times this month.

But, never fear. Although we are facing some ongoing challenges at this time, our goals remain the same - to continue to offer our members opportunities for networking and learning.

Our friends at Mid-Columbia Leadership and Development Association (MCLDA) have a *great* program lined up for Thursday, March 14. When I read the advance information about the topic and speaker, I got excited about sharing this opportunity with others. Check out the announcement on the next page.

I want to strongly encourage all of you to join me for this meeting. And please consider inviting other work colleagues, friends and family as well. I believe this is a great opportunity for meeting and networking with others as well as learning some new things.

Stay warm...and carry on!

- Jo

## THE Value of Cooperation

by Robert Boykin

Have you met a perfect human being?

A conversation was overheard a while back where two individuals were quarreling about who possessed better qualities. Person A asked person B if he could fly like a bird. "No," replied person B. A second question asked of person B was whether he could leap tall buildings in a single bound, or walk on water without sinking. Person B again replied "no." Person A said neither could he, and then he walked away.

If looked at realistically, every human being eats the same foods to survive. They drink the same water. Breathe the same air. Need others to establish a sense of belonging. Need currency to purchase the things required to endure. So, why were Person A and Person B quarreling? What was the point? Some might say that cooperation, a.k.a. compromise, was not in play -- meaning that consent was not reached by mutual concessions.

It is said that in order for people to work together when they disagree, they might have to compromise. This means each person has to give up part of what he or she wants so they together can avoid conflict, accomplish things together and both feel satisfied. By accepting the fact that you may not get everything you want, and acknowledging the other person's desires, conflicts can be resolved.

To work as a team or a family, knowing how to compromise can be an invaluable skill. It demonstrates a concern for the other person's needs, and a willingness to meet some of these needs through mutual cooperation. Following are suggestions taken from an article about learning to compromise to improve relationships.

1. Don't always try to be right - when you want to win, you're not listening to the other side of the argument or conversation. Suspend your need to be right and listen to the other person.
2. Let things go - needing to be right is the first thing you need to let go of. The saying is "forgive and forget," not "forgive but hold a grudge."
3. Rethink your expectations - is it important you stand your ground so firmly, or would everything still be ok if you gave in a little bit?
4. Be willing to change - a major part of compromising is actually following through with the resolution. This will show others that you're willing to compromise completely, not just make false promises in order to end a disagreement.
5. Show appreciation - no matter the resolution of the compromise, make sure you show your appreciation to others involved. Being willing to compromise, instead of fighting until the finish, is an admirable trait.
6. Keep an open mind - being willing to change your expectations, and not trying to be right in the first place might help you avoid arguments in the future.

Be well and be safe.

- Robert

# Mid-Columbia Leadership Development Association

## March 14, 2019 Meeting

### NOTE DATE AND LOCATION:

Thursday,  
March 14, 2019

### LOCATION:

Sandberg Event Center  
331 South 41<sup>st</sup> Avenue  
West Richland, Washington

### Time:

**5:30 p.m.** – Check in/  
Networking (with complimentary  
appetizer; wine/beer available  
for purchase)

**6:00 p.m.** – Buffet Dinner

**7:00 p.m.** – Presentation

### DINNER BUFFET MENU:

- Chicken Masala
- Beef Stroganoff
- Melody of Seasonal Vegetables
- Mixed Salad Greens
- Caesar Salad
- Dinner Rolls & Butter
- Variety of Desserts
- Gourmet Coffee Service

### Cost:

\$20 ASQ members and guests

\$5 presentation only

(cash or check)

Reservations are due March 8.  
Click [here](#) to RSVP. (Check the  
“guest” box, and enter “ASQ” in the  
comments box online)

Attendance at this meeting earns  
0.5 RUs toward recertification.

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

For more information about MCDLA  
and other upcoming events, click  
[here](#).

## Race for the Atomic Bomb:

### Historic Lessons for Current Day Project Managers and Leaders



### Steve Norton, PMP Project Management Skills, LLC

In 1938 many people feared that Adolph Hitler would build an atomic bomb after word spread that German scientists had split the uranium atom (fission). On the eve of World War II, several prominent scientists endorsed a letter to President Franklin D. Roosevelt alerting him to the potential development of "extremely powerful bombs of a new type" and recommended that the U.S. begin similar research. Eventually Roosevelt agreed and the United States' effort to build the atomic bomb was code named *The Manhattan Project*.

One of the most historic accomplishments of *The Manhattan Project* was the Hanford B Reactor. Built in just 13 months, Hanford's B Reactor was the world's first, full-scale nuclear reactor and produced the plutonium used in the world's first atomic explosion. This was the ultimate fast-track project as drawings and blueprints were being developed at the same time the reactor was being constructed. It wasn't unusual for crews to be given hand-written notes or sketches to guide them during the construction process.

As a historical study, the B Reactor project is a fascinating story in itself. But to project managers and leaders, there are an inspiring list of lessons to be learned and a tremendous number of tips to be gleaned.

This program will provide an overview of the incredible project to build the world's first atomic bomb and a few of the challenges those leaders encountered and overcame.

*About the presenter:* Steve Norton is an internationally recognized trainer, speaker and author. He is masterful at leading people to greater effectiveness in their professional and personal lives. Drawing on his 30+ years of project experience, he provides valuable instruction that adheres to the project management body of knowledge and accreditation program as well as a professional code of ethics for project managers. His popular training courses are acclaimed for his upbeat presentation style, real-life examples, efficient use of class time, and successful student outcomes.

## MEMBER GIFTS – RISK MANAGEMENT AND RISK-BASED THINKING

This month's free ASQ member gifts may help you better understand risk management and apply risk-based thinking to benefit yourself, our customers and your organization.

Included are new webcast presentations from experts and consultants assisting organizations with risk management, as well as articles, templates, a free e-book, and online and face-to-face training opportunities.

- Managing Enterprise Risk (two-part webinar course)
- The Basics of Risk Management (WebEx)
- Elevating Quality with Risk-Based Thinking (WebEx)
- The Expanding Role of Risk Management in Compliance (WebEx)
- And much more!

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

## ASQ CERTIFICATION NEWS

by Patrick Faulk, Certification Chair

Last month ASQ announced that recertification fees will increase by \$10 effective March 15. Recertification fees were last increased in 2014. In addition to the value offered by the certifications themselves, a couple of program investments in 2018-2019 promise to further enhance program value:

- Last year, ASQ introduced a self-service Recertification Web Portal, which simplifies and streamlines the recertification process.
- Later this year a new Certification Registry will be rolled out, which will provide online validation of your certifications.
- Prior to these initiatives, ASQ converted from paper-based to electronic certification exams, making the scheduling of exams much more flexible and convenient.

You can renew a certification anytime from six months prior to its expiration to six months after. If you have a certification that is expiring before September 15, 2019, you can submit your Recertification Journal before March 15 and take advantage of the current (lower) rate. Remember also that ASQ members save a significant amount of money on certifications and recertifications (especially if you have more than one). If you're not currently a member, this would be a good time to join!

Effective March 15, 2019, recertification fees will be:

	<u>ASQ Member</u>	<u>Non-member</u>
One certification	\$79	\$119
Two or more certifications	\$99 TOTAL	\$119 EACH

If you have any questions about ASQ's Certification program or need help with a recertification, please [contact me](#).

## 2018 FINANCIAL AUDIT SUCCESSFULLY COMPLETED

by Stephen Pottle, Audit Chair

Each year we must conduct an objective internal evaluation of our Section's financial reports and financial reporting processes.

This year's Audit committee including Sam Adams, Vishvas Patel and myself met on February 7 to appraise the quality and accuracy of the 2018 reports. Also in attendance at the meeting to answer questions if needed, but not actively participating in the audit, were our Section's 2018 Treasurer and the current Section Chair.

You will be happy to learn that the committee found the Section's financial record keeping to be extremely well organized, accurate and complete, and we certified that the associated documents could be relied upon by the membership and ASQ as a whole. The auditing paperwork was submitted to ASQ in advance of the February 15 due date.

## HOW TO COMPLY WITH ISO 9001:2015 IN A DIGITAL WORLD

Webinar – February 27

Are you ready for ISO 9001:2015? It is time to comply with ISO 9001 in this digital age with no need of paper. Check out this live webinar: "Introduction to QDMS Quality Management Software: How to comply with ISO 9001:2015 digitally." Included is an opening speech by Certified ISO 9001 Auditor Alex Kwartiroff addressing the fundamentals of ISO 9001.

Learn the following regarding how to comply with ISO 9001 digitally on QDMS Software:

- Quality Document Management
- Customer Complaint Management
- CAPA
- Audit Management
- Training Management
- Survey Management
- Action Management
- Management Review

The webinar will run from 2:00 pm to 2:45 pm (Eastern time). Limited registration is available. Click [here](#) to sign up.

## ONLINE (INSTRUCTOR-LED) PRIMER CLASSES

ASQ Section 1302 in Nebraska offers online certification preparation courses for the following:

- Certified Manager of Quality and Organizational Excellence (CMQ/OE)
- Certified Quality Technician (CQT)
- Certified Quality Engineer (CQE)
- Certified Six Sigma Black Belt (CSSBB)
- Certified Quality Auditor (CQA)

Costs for the courses range from \$400 to \$600. Spring classes will be starting soon. For more information about the courses and instructors, click [here](#).

## FIRESIDE CHAT SERIES WITH KIMBERLY HARPER

March 7 in Richland

Have you ever wanted to eavesdrop on the most interesting people in our community and ask how they got to where they are now?

In an intimate forum hosted by the Fuse Community Development Committee, the Fireside Chat Series introduces inspirational individuals who have significantly impacted the community. The format of the series is more of a conversation between host and interviewee and will take place in front of a live audience.

On March 7, join Kimberly Harper, winner of the 2019 Columbia Basin College's Dr. Martin Luther King, Jr. Spirit Award. She is a young woman raised in Arkansas who grew up in the aftermath of the civil rights movement. Her uncles and mother joined the protests and pushed for change that would eventually let her be the first of her generation to go to integrated schools. "It just really instilled a sense of confidence that really fortified that belief that it's not what people call you. It's what you answer to," she says. That inspiration pushed Harper to earn a chemistry degree and, later, to mentor dozens of teens during more than two decades in the Tri-Cities.

There is no charge for this event, which will be held at Fuse SPC in Richland on March 7 from 6:00 pm to 8 pm. Locally catered food and beverages will be provided by CG Public House. For more information about Fuse and to register for this chat, click [here](#).

## TRAINING CAMP – AND FREE MOTIVATIONAL POSTERS

If you are a fan of best-selling author Jon Gordon, you have probably read *Training Camp*. It was first published about 10 years ago. Subtitled "What the Best Do Better than Everyone Else," it is written as a fable, which is a good way to get a message across, especially to those who aren't big fans of business, self-help or motivational books.

The story is about Martin Jones, an undrafted rookie trying to make it in the NFL. He has spent his entire life proving to the critics that a small guy with a big heart can succeed against all odds. After spraining his ankle in the preseason, Martin thinks his dream is lost...until he meets a very special coach who shares 11 life-changing lessons that keep his dream alive—and might even make him the best of the best.

You don't have to be an athlete to learn from the lessons shared in this book. Jon Gordon's message is that the best performers – in any field – all share some of the same qualities. They are able to maintain a big-picture vision while taking focused action; they are mentally strong; they seize the moment; and they inspire excellence in the people around them. These are skills and attitudes that can be learned and applied by anyone.

You can buy the book at Barnes & Noble, Amazon and many other stores. You can probably even find it on eBay.

And the free stuff? Several posters with messages from the book can be viewed/downloaded [here](#).

## FOCUS OR FAIL WORKSHOP

March 15 in Kennewick – Special ASQ Rate

Mid-Columbia Leadership Development Association (MCLDA) is offering a special professional development workshop on March 15 in Kennewick. And they are offering ASQ members their special "member rate" for this event.

"Focus or Fail" will be presented by Steve Norton, PMP, and founder of Project Management Skills, LLC. The workshop runs from 7:30 am to 4:30 pm on March 15 at CG Public House in Kennewick. Breakfast and lunch are included.

This workshop is based on Norton's book *Focus or Fail: 50 Tips for Organizing your Stuff, Prioritizing your Activities and Becoming more Effective*. It will cover what a successful outcome looks like; getting stakeholder buy-in; evaluating options and identifying the most effective use of resources; time management strategies and techniques; and taking responsibility and empowering yourself to succeed. The format will include hands-on/small group activities to practice the strategies covered.

A special rate of \$225 is offered to ASQ members who register before February 28; after that date, the cost is \$250. For more information contact Floreine at 225-572-7188; to register, click [here](#).

## 19<sup>TH</sup> ANNUAL CANCER CRUSHING BREAKFAST

March 19 in Kennewick

Join with others in our community on March 19 for the annual "Crush Cancer" breakfast at 7:30 am at Three Rivers Convention Center in Kennewick.

Enjoy breakfast while hearing exciting news about cancer care in our region. There is no cost for the breakfast, which is being sponsored by Leidos and Centerra Group, and the hope is that everyone will join in financially supporting our community Cancer Center.

Reservations are required by March 8. Call (509) 737-3373.

## QUOTE OF THE MONTH

"Your most ferocious competition is yourself. You always lose by comparing yourself with others and chasing their version of success."

– Emily K. Graham

**We're on Facebook!**

Follow us at [ASQ Columbia Basin Section 0614](#).



## PREVENT FRAUD AND IDENTITY THEFT

March 28 in Kennewick

Learn how to protect your finances from the bad guys at this free one-hour workshop, offered by Spokane Teachers Credit Union (STCU).

STCU opened in 1934, with \$4,000 pooled from a few dozen educators, a shoebox to store cash and receipts, and a bell to signal that a member was calling. From those humble beginnings, STCU has grown to more than 675 team members serving more than 187,000 members at 24 locations – the Inland Northwest’s largest and most successful credit union.

At the March 28 workshop, you will learn:

- What attracts identity thieves and other criminals
- How you can spot the warning signs of fraud
- The latest about trending scams
- Key resources to keep your finances safe and protected

The March 28 workshop will be held from 6-7 pm at the Kennewick Community Center, 500 S. Auburn Street, in Kennewick. For more information and to register, click [here](#).



### SWEEP THE SAND OFF YOUR SIDEWALK

by Paul D. Casey

Now that it’s winter, I remembered something that happened after winter last spring. I noticed city employees with brooms sweeping the sand off the sidewalks on the steepest hill in my city - sand that had been put there on

the iciest day of last winter to prevent slipping injuries of pedestrians. Days later a street sweeper vehicle finished the job. What an aesthetic difference it made to go from weeks of dingy sidewalks to ones swept clean for spring, almost like signifying the transition from one season to another.

**We go through life seasons, too.** During difficult circumstances, life is hard (like in winter), with extra struggles/hassles/demands for our time and setbacks on the pursuit of the vision we had for our lives. We build in coping strategies to prevent slipping into deep despair/depression (like sand on the ice), and it works, for the most part, in that “surviving” season.

Then, we emerge on the other side of it. Some type of closure occurs, and it becomes time to grieve that loss of momentum (or other losses) and to make the decision to grow forward. *We need a spring season of personal rebirth to overshadow the winter of stagnation/survival.*

**So, you must “sweep the sidewalk.”** It’s like a mental ritual to put the past in the past and not let it define your future anymore.

*Paul D. Casey is a certified Life Coach, author, speaker, and trainer. He loves to help people take action and achieve their goals. Check out his website [here](#).*

## COLUMBIA BASIN ASQ MEMBERSHIP

There are 95 members in our Section as of January 31.

2019 COLUMBIA BASIN ASQ LEADERSHIP TEAM January 1 - December 31, 2019	
Section Chair	Jo Haberstok
Secretary	Robert Boykin
Treasurer	Kent Ozkardesh
Audit	Stephen Pottle
Membership Chair	Scott Mitson
Certification/Recertification	Patrick Faulk
Nominating Chair	Robert Kuhlman
Webmaster	Steve Prevette
Newsletter Editor	Robert Boykin
Publicity Chair (acting)	Jo Haberstok
Programs Chair	Vacant
Social Media Chair	Vacant
Education Chair	Vacant
Community Outreach Chair	Vacant

Has your email address changed? Help us keep you informed of Columbia Basin ASQ’s 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.

## PUBLICATION INFORMATION

This newsletter is published on a regular basis to inform members and potential members about Columbia Basin ASQ 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.

