

CHAIR'S CORNER – It's Summer (almost)!

by Jo Haberstok

Happy Summer! Well, okay, maybe it's not quite officially here but close enough. And if recent temperatures are any indication, it's definitely that time of year.

WCQI 2019 – Fort Worth, Texas: A few of our members traveled to Texas and participated in WCQI this year. As one of those individuals, I can tell you that it was great! The member leader and geographic community meetings, held prior to the start of the conference, were good opportunities for meeting other member leaders and for sharing ideas for future activities and events. The conference itself included some great keynote speakers as well as a lot of educational sessions, workshops and team presentations. The exhibit hall area featured a lot of vendors and also the ASQ Center, which for me personally was the most interesting, as they held regular talks there on quality topics.

I asked everyone who attended WCQI to provide a little about what they considered to be the highlights of the conference, to be shared in this and future newsletters. Be on the lookout – there's an article on page 2. And there will be at least one article in next month's newsletter. (Yes, I admit that I didn't get around to reviewing all my notes yet.)

Our June Site Visit: We had a great site visit and tour at Tri-City Union Gospel Mission on June 14. Their men's facility has been due for an upgrade for a while now and, thanks to the generosity of individuals and businesses in our area, the new facility is very impressive. Of course, they're not about impressing anyone, but I just have to say that the place is amazing. The old facility was really cramped for space, with steep stairs. The first thing I noticed when I entered the new place was how open and inviting the lobby/day room area is. Everything is on one level now. The sleeping areas are more spacious. The kitchen area and dining room are large and able to accommodate a lot of folks. They also have a nice chapel, rooms for training, a visitation area, and a health care office. We learned a lot about the Mission's goals and programs for rescue, recovery and restoration.

I'm a big supporter of community organizations and of the "give where you live" philosophy. You will see a couple of articles in this newsletter encouraging donations to the Mission in support of their summertime needs and also for their upcoming Back to School event. There are of course many worthwhile organizations in our area that provide food, shelter, counseling and more to those in need. Please consider donating to support the efforts of one or more of these charitable groups – and remember that a donation of a few hours of your time is also greatly appreciated.

Enjoy the summer, and stay cool!

- Jo

Ethical Conscientious - Excerpts from article by Allan Barsky, Ph.D.

submitted by Robert Boykin

You know, nobody is perfect. We all have bad hair days, or years...or worse. We might have the flu or another physical illness, or might be suffering emotionally from another disorder. So, what are our ethical obligations when we are experiencing physical, emotional, social, or spiritual distress?

It is easy to say that workers need to be aware of impairments and take action to ensure that they are not putting themselves or fellow workers at risk because of any impairment. A worker may be in denial about a problem because it is too hard to admit to having a problem. One method that workers can use to raise awareness of possible impairments is to conduct periodic self-assessments of their conscientiousness.

Conscientiousness refers to the attending to one's job or duties in a manner that is careful, attentive, thorough, and ethical. Workers can ask themselves the following types of behavior-oriented questions:

- Have I been showing up to work on time (or have I had a pattern of missing appointments or showing up late)?
- Have I been completing my work tasks in a diligent and professional manner?
- Have I been maintaining a professional appearance, including how I dress and groom myself?
- Have I been adhering to the highest principles of ethical practice, including maintaining confidentiality when required, demonstrating respect for coworkers, and avoiding boundary violations?
- Have I been following best practices and work policies and procedures as required?
- Have I been acting in a way that co-workers can trust me as a reliable colleague?
- Have I been taking steps to continuously improve my competence and the effectiveness of my work?

The above questions can serve as a mirror into our souls of ethical behavior.

Answering "no" to any of these questions may indicate a need for further exploration and action.

Don't let a "no" answer represent you.

Be well and be safe.

- Robert

MY 2019 WCQI HIGHLIGHTS

by Sheri J. Martens

Howdy Y'all! If you didn't make it to Fort Worth, Texas for this year's ASQ World Conference on Quality Improvement (WCQI), you missed a great conference! This is the second year in a row that I volunteered to work at WCQI. It's a great opportunity to network and meet folks from all over the world.

The theme was Leading Change. In addition to more than 100 sessions, there were five keynote speakers and many networking opportunities. My favorite session was titled *Learning About Learning* and was presented by Dr. John Drew, Professor at the University of Alabama and past chair of the Education Division. This session was based on an article published in the June 2018 edition of *Quality Progress Magazine*. I encourage you to check it out.

I also took advantage of the many after-hours networking functions sponsored by the different ASQ Divisions and Conference Vendors. My favorite parties were held in the JFK Suite at the Fort Worth Hilton (hosted by the Audit Division) and Pete's Dueling Piano Bar (hosted by the Statistics Division). Those in attendance at the Tuesday night reception were each a recipient of their very own cowboy hat. It was quite a site to see the more than 2000 attendees all in their best cowboy attire dancing the night away.

I was excited to hear that ASQ membership changes, which go into effect July 1, will allow members to join as many Divisions as we want without paying the additional \$10 fee per Division.

If you get the opportunity, I encourage you to attend the 2020 WCQI, which will be held May 3-6, 2020, in Columbus, Ohio.

SIGN UP FOR myASQ SOON

The myASQ platform was designed and implemented to offer members accessible, timely and relevant solutions, meaningful networking, and interaction with like-minded quality professionals. If you have a regular ASQ account, you automatically have access to myasq.org through the same log-in; on your first visit to my.asq.org, you will need to log in to be recognized.

A recent check showed that only a few of our members have profiles as members of the myASQ community at this time. If you have not already done so, please take a few minutes soon to log in, create a profile, and explore.

We are currently working to input information to the myASQ community area; this will eventually become our Columbia Basin ASQ website. Our newsletters will be posted there in the future as well as meeting announcements and information about other upcoming events and activities. You will need to be signed up with myASQ to access a lot of the information that will be posted/shared there.

One of the key benefits of the myASQ community is the ability to expand your network and connect with others. The member directory and connections are exclusive member benefits. Other benefits include access to ASQ news and discussions on a number of quality-related topics. For more information about myASQ, check the FAQs page [here](#).

FREE JUNE MEMBER GIFTS – SOFT SKILLS

Although some may view "quality" as focusing on tools like statistical process control, futurists and many workforce experts say that the development of so-called soft skills may provide individuals with a substantial advantage in the future.

Soft skills include communications, creativity and more. This month's free ASQ member gifts may be helpful in building on your skills.

- **E-Books** – *Communication: The Key to Effective Leadership* and *The Magic of Self-Directed Work Teams*
- **Webcasts** on how to use lean and other quality tools to improve soft skills, including *Communication -The Next Lean Frontier*
- **ASQTV Videos** showcasing the new competencies for quality professionals and ways to improve soft skills

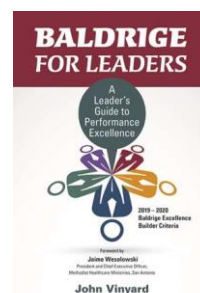
And, as always, there's more! Check out all the resources, available through June 30, by clicking [here](#).

UPCOMING ASQ CERTIFICATION EXAMS

If you are interested in ASQ certification, be sure to apply by July 5, 2019, for the following exams:

- 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

The testing window for these certifications is August 2-18. For more information about ASQ certifications, click [here](#). Ready to start preparing for an exam? Download a copy of the [ASQ Certification Preparation Resources](#), a comprehensive guide to all ASQ certifications.



BALDRIGE FOR LEADERS: A LEADER'S GUIDE TO PERFORMANCE EXCELLENCE

Book by John Vinyard

Author John Vinyard specializes in working with leadership teams to help transform their organizations. He has worked with the Baldrige Award Program since 1991. John has helped 16 organizations become Baldrige Award recipients, including: Charleston Area Medical Center, Don Chalmers Ford, Advocate Good Samaritan Hospital, Poudre Valley Health System, Sharp Healthcare, Northern Mississippi Medical Center, PROTEC Coating, and others.

This 101-page, spiral bound book addresses the 2019-2020 Baldrige criteria and is available to ASQ members at the discounted price of \$24.00. For more information or to order, click [here](#).

JUNE 21 - COMMUNITY SERVICE DAY

The best way to find yourself is to lose yourself in the service of others.

The third annual George and Pat Jones Community Service Day encourages individuals and businesses/organizations in the Tri-Cities area to choose a community service project to work on from 8 am to around noon on Friday, June 21. If you need ideas, click [here](#).

The first 500 people who [RSVP](#) to participate will be invited to a BBQ rib-eye steak luncheon at Columbia Park in Kennewick (near the bandshell area) at noon.

A little about the history of Community Service Day: George Jones moved to the Tri Cities in 1947 and was an avid community volunteer and fundraiser. In 2004 he married Pat Johnstone, and the two of them enjoyed volunteering together. They helped numerous organizations with fundraising efforts, served on boards, and participated in hands-on activities with many organizations, including Shriners, Kiwanis, Salvation Army, Safe Harbor and the Tri-Cities Cancer Center. George was honored as Kennewick Man of the Year in 1978 and Tri-Citizen of the Year in 1997. Pat was Kennewick Woman of the Year in 2007.

Over 300 people came together in 2018 to participate on community projects, and over 20 projects were completed in and around the Tri-Cities area. What a great way to bond with family, co-workers and friends while helping others!

THE 100/0 PRINCIPLE: THE SECRET OF GREAT RELATIONSHIPS

Book by Al Ritter

Brian Tracy said "Eighty percent of life's satisfaction comes from meaningful relationships." Think about it...when you look back at the end of your life what will really matter? Five words...the quality of your relationships. So, if your relationships are the most important part of your life, what are you doing to make them all they can be?

Check out *The 100/0 Principle...The Secret of Great Relationships*. Author Al Ritter is a management consultant who works with CEOs, other leaders and teams, who are committed to achieving breakthrough results. As a professional speaker, Al has delivered over 500 speeches, workshops and seminars.

Want to improve your relationships with family members, friends, co-workers, and maybe even your boss? Click [here](#) to preview and/or purchase this book.

QUOTE OF THE MONTH

"If things go wrong, don't go with them."

~ Roger Babson

SUMMER SAFETY DAY – JUNE 21

9 a.m. to 12 noon in Richland

Windermere's customer appreciation program, Circle of Friends, will hold their annual Summer Safety Day at their Richland office on Friday, June 21, from 9 am to 12 noon. This is a free event open to the community to teach children about safety.

Festivities include:

- Richland Police and Police Car
- Local Fire Departments and Fire Truck
- Bike rodeo
- Car safety education
- Water safety education
- Fingerprint/DNA kits for all kids
- Free hot dogs
- Choice of a free life jacket, bike helmet or knee/elbow pads (while supplies last)

All children must be accompanied by an adult to sign a waiver to participate. For more information, call 509-946-1188.

VOLUNTEERS NEEDED FOR PARTNERS N PALS

JUNE 28

The Arc of Tri-Cities provides a local summer day camp, Partners N Pals, for all kids with a primary focus on children with a disability. This is an opportunity for kids with and without disabilities to interact and share their love of summer fun.

Volunteers are needed to help with the various activities offered. Click [here](#) for more information or call 509-783-1131.

TRI-CITY UNION GOSPEL MISSION – SUMMER NEEDS

While many of us may be enjoying the summer months, relaxing in our backyard or by the pool, those who are homeless have no escape from their physical discomfort, mental anguish and/or spiritual despair.

As temperatures soar and needs increase, donations are needed now more than ever at the Tri-City Union Gospel Mission in Pasco. Please consider supporting the Mission's "Give Where you Live" challenge. The "Summer Six" are items most needed during the summer months to provide guests with a comfortable environment and life-changing assistance.

- Bottled water
- Hand sanitizer
- Toothpaste
- Toilet paper
- Paper towels
- High-efficiency laundry soap

Donations may be delivered to 221 S. 4th Avenue in Pasco, between 8 a.m. and 7 p.m., Monday through Saturday, and on Sunday from 1 p.m. to 7 p.m. For more information, click [here](#).

DONATIONS AND VOLUNTEERS NEEDED BACK TO SCHOOL EVENT – TRI-CITY UNION GOSPEL MISSION

School will be starting soon and that means additional expenses for many folks. This is a challenge for all parents and guardians, and especially for those who may already be struggling just to have food on the table and a roof overhead.

At the Tri-City Union Gospel Mission, families are pre-registering this month for a Back to School event to be held in August. Information is being collected about school supplies/items needed for each child (e.g., grade level, shoe and coat sizes, etc.)

How can you help? Donations of coats and shoes (all sizes, for children ages 6-18), backpacks and school supplies (paper, pencils, pens, glue, etc.) will be happily accepted to help volunteers and team members at the Mission prepare for the August event. If you are clearing out things to make room for warm weather shorts, tops and sandals in your child's closet, consider donating last year's clothing and shoes to the Mission. Help is also needed to assemble backpacks and to hand out supplies to families at the August event.

To learn more or to sign up to volunteer, click [here](#) or call 509-547-2112.

OFF THE SHELF PODCASTS – BOOK DISCUSSIONS

Off the Shelf is a new book discussion podcast series offered by The Conference Board. Each 30-minute episode allows listeners to hear directly from authors of recently released books that focus on timely and relevant topics related to business management, human capital strategy, finance, the economy, policy or governance.

Check out one or all of these recent podcasts:

[Annie McKee - How to Be Happy at Work](#)

Should we expect to be happy and fulfilled at work? In her latest book, Annie McKee makes the most compelling case yet that happiness - and the full engagement that comes with it - is more important than ever in today's workplace. Annie sheds light on the powerful relationship of happiness to individual, team, and organizational success.

[Ron Williams - Learning to Lead](#)

Ron Williams, former chairman, president and CEO of Aetna Inc., discusses his recent book, *Learning to Lead: The Journey to Leading Yourself, Leading Others, and Leading an Organization*, which helps future business leaders develop the professional management qualities needed to deliver personal, interpersonal, and organizational success.

[Joe Cohen and Judith Harrison discuss Diverse Voices: Lessons in Leadership](#)

Designed to help corporate communication and public relations professionals understand the challenges faced by minorities in the field, *Diverse Voices* provides readers with a comprehensive catalogue of multi-cultural leadership profiles.

11 LESSONS FOR GRADUATES – AND YOU

by Jon Gordon

Graduation is a time when many contemplate their future and purpose. It can be both a time of great excitement and worry. I certainly remember the anxiousness I felt after graduation. So, whether you are graduating high school or college, know a graduate or perhaps you are graduating to the next level of your life and career, I wanted to share 11 lessons from my book *The Seed* that I hope will empower and inspire you on your journey.

1. You are here for a reason and the most important thing you can do in life is to find, live and share your purpose. It's the one thing in life that truly matters and if you don't pursue it, everything else is meaningless.

2. Follow your passion. It so often leads you to your purpose. You may not know what your passion is right now. That's ok. The important thing is to make it your life mission to find it, live it and share it. To help find your passion, seek out jobs and experiences that allow you to use your strengths and gifts. Do what energizes you.

3. Beware of hobbies. Just because you love spending time on Facebook doesn't mean you would enjoy working for the company. And just because you love to cook doesn't mean you would enjoy owning a restaurant. For example, I owned restaurants but I realized I didn't love the food business. I loved the service and marketing aspect of the business.

4. Quit for the right reasons. Don't quit because work is hard or you're experiencing challenges. Quit because in your heart you know there is something else for you to do. Quit because you are not benefitting yourself or the organization you work for. Quit because you are absolutely certain you are no longer supposed to be there.

5. Learn from every job and experience. Every job, good or bad, prepares you for the work you were ultimately born to do.

6. Your current job may not be your ultimate purpose - but it can serve as a vehicle to live and share your purpose.

7. Whatever job(s) you take after graduation simply decide to serve. When you serve in small ways you'll get more opportunities to serve in bigger ways.

8. Your dream job is likely not the one you dreamed about. So often we end up in amazing careers that have nothing to do with our college degree or childhood dreams.

9. The quest for your purpose is not a straight line. It is filled with mystery, signs, obstacles, victories, dead ends, delays and detours. Your job is to stay optimistic and faithful on your quest.

10. Don't rush the future. There is a process that seeds must go through in order to become all they are destined to become, and you must go through this same process to become the person you are meant to be and do the work you are meant to do. You may want things to happen NOW but more than likely if you got what you wanted NOW you wouldn't be ready for it. The purpose process prepares you, strengthens you, shapes you and grows you to be successful, not in your time, but in the right time.

11. Be the Seed. Seeds surrender themselves to the ground so they can be used for a greater purpose. Wherever you work, decide to plant yourself where you are and allow yourself to be used for a greater purpose. When you plant yourself and make a difference you grow into the person you were born to be and produce a harvest that will benefit others and change the world.

Jon Gordon's best-selling books and talks have inspired readers and audiences around the world. Jon and his tips have been featured on The Today Show, CNN, and in numerous magazines and newspapers. Check out his website at www.JonGordon.com.

GREATER GOOD INSTITUTE FOR HEALTH PROFESSIONALS

October 10-12 in Marshall, California

This two-and-a-half-day intensive training institute will provide health professionals with research-informed strategies to enhance purpose and manage emotional distress in their personal and occupational lives. It is intended to provide concrete, research-based tools that can be implemented - individually or in teams - to help you build your own resilience and better support and connect with your patients, clients, and colleagues.

The institute will be led by Eve Ekman, Ph.D., Director of Training at the Greater Good Science Center, along with other leaders in the healthcare field. The faculty of the institute will deliver presentations about the latest research, lead small group discussions exploring the implications and applications of that science, guide research-based activities for fostering social and emotional well-being, and provide in-depth instructions for mindfulness and meditation practices.

This training is appropriate for physicians, nurses, therapists, counselors, psychiatrists, and others who work in healthcare or clinical settings. For more information, click [here](#).

12TH ANNUAL SOUTHERN CALIFORNIA QUALITY CONFERENCE

November 1 & 2 in Pomona

The theme for the 2019 Southern California Quality Conference (SCQC) is "Driving Transformation in the 21st Century." The November event provides a forum for like-minded professionals to exchange ideas and learn from workshops and presentations resulting in enhancements to personal development and business acumen, building on the foundation of quality. Four local sections of ASQ are collaborating to produce an excellent learning and networking opportunity for all.

Workshops will be offered on November 1, with special speakers and many networking opportunities on November 2. Sign up soon to ensure your spot and for discounted rates. For more information, 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.

COLUMBIA BASIN ASQ MEMBERSHIP

There are 90 members in Columbia Basin ASQ as of June 6.

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 Prevetie
Newsletter Editor	Robert Boykin
Publicity Chair (acting)	Jo Haberstok
Programs Chair (acting)	Jo Haberstok
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 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.

