



CHAIR'S CORNER – Blessings & Gratitude

by Jo Haberstok

Thanksgiving is fast approaching. I often think about how blessed I am, not just during the holiday season, but throughout the year. While we all face stresses and struggles of one kind or another, we also have much to be thankful for.

So many people have been affected in our country and around the world by hurricanes, fires and other disasters in 2018. Many other individuals and families are also in need, for one reason or another, of food, shelter, clothing, jobs, and more.

If we are able to share some of our blessings with others, we should. And blessings come in many forms. It could be donating food, clothing and other items to local charitable organizations. I would guess that everyone reading this has at least a couple pieces of clothing or shoes in their closet that they haven't worn in a while and don't really need any more. Someone else can use those items and would be grateful to receive them.

At this time of year, many organizations are collecting new or gently-used coats and other items to help keep others warm as the weather gets colder. What's in your closet that you can donate?

Still other groups are in need of toys and gift items to help make the holidays a bit merrier for children and their families. Consider signing up your family or work group to "adopt" a family. For me, it's always been enjoyable to shop for others, and knowing I am also helping others is a reward in itself.

I want to thank everyone who participated in our November 13 dinner meeting and our donation drive for the Tri-City Union Gospel Mission. Having been to the Mission in person and hearing some of the stories of individuals helped there, I know the donations are greatly appreciated.

We will be holding our annual holiday get-together for section members (and a guest) on December 4. This is always a fun evening, with appetizers provided by our section, and plenty of opportunities for eating, being merry and just hanging out together. Be sure to get your reservations in soon, though, as there are space limitations.

Happy Thanksgiving! Safe travels and blessings to all!

Jo

Why is Ethics so Important in Everyday Life?

by Robert Boykin

Ethics helps us navigate the gray area between absolute right and morally wrong. It is said that without ethics society would be reduced to the type of animal behavior that is seen in nature. Ethics provides the structure that helps us make a decision we can be proud of.

So, what does that mean from a business point of view? It means that a strong ethical culture within a business is important in helping workers relate in a reasonable way with each other. Employees who abide by workplace ethics would be able to protect and respect the company's assets, thereby ensuring that workers perform in an environment with integrity and strong values.

Ethics within the workplace includes the application of moral principles, standards of behavior, codes of conduct, and ethical principles relative to everyday business transactions.

So, with that said, what are some ways to assist in better ethical decision making?

- Make an ethical decision to gather the facts. Stay neutral, bearing in mind how inclined we all are to distorting information to benefit ourselves.
- Make a prediction. Take a guess and select the action that you think is most likely to cause good or most likely to avoid harm.
- Identify your feelings. Some people call it intuition; some call it conscience. Feelings are one way to check to see whether you are rationalizing.
- Ask whether you could live with yourself if you made that particular choice. Would you be willing to let other people know what you did? Would you want everyone to act the way you did?
- Be able to explain your reasons to others and be willing to engage with others in a moral conversation about your choice. Good communication is an essential tool in sustaining safe operations, achieving productivity, and maintaining strong working relationships at all levels of an organization. It is everyone's responsibility.

A thought to consider keeping in mind: Be careful of the choices you make, they are yours forever.

Be well and be safe.

- Robert

December 4, 2018
American Society for Quality
Columbia Basin Section 0614

DATE:

Tuesday,
December 4, 2018

LOCATION:

Kimo's
2926 N. Columbia Center Blvd.
Richland, Washington
(509) 783-5747

View their menu at

<http://www.kimosrmbc.com/#kimos-bar-and-brewery>

Time:

5:45 p.m. – Check in/
Networking

6:00 p.m. – Appetizers
(courtesy of ASQ)

There is no cost to network and partake in appetizers, which our Section 0614 will provide as a “thank you” to our members.

Members and their invited guests may order the beverages of their choice (no host) and can also purchase entrees from the menu if desired.

Beer, wine and other beverages will be available for purchase.

For planning purposes, **reservations must be received by November 28.** Send an email to 0614asq@gmail.com. This event is limited to 30 attendees – section members and their guests only – so make your reservations soon!

For more information about our section and other upcoming events: www.asq614.org/

HOLIDAY GET-TOGETHER

Kimo's Sports Bar & Brew Pub



2626 North Columbia Center Boulevard
Richland, Washington

Join us on Tuesday, December 4, to celebrate the holiday season. This event is just for our section members (and a spouse or friend).

It's a great opportunity to take a little break from our regular meeting format, check out a different venue, and get together just for fun.

As a “thank you” to our many loyal ASQ 0614 members, the section will cover the cost of several appetizer plates.

You are welcome to also partake (no-host) in the beverages of your choice and to order other food items, if desired. Kimo's offers many different styles of beers as well as wine and other beverages.

You are encouraged to invite your spouse or a guest; just be sure to make your reservations by November 28, so we can be sure to have enough room for everyone who wishes to attend.

A little about Kimo's:

Kimo's is a sports bar and restaurant, featuring a full service menu and also brewing their own beer under the Rattlesnake Mountain Brewing Company (RMBC) label.

Founded in 1997 by Steve & Renea Metzger, RMBC opened on July 4 of that year and quickly grew to be a local favorite hangout. They sold the business to Kimo von Oelhoffen (of Seattle Seahawks fame) in 2002. Major renovations were made in 2005, and the new and improved “Kimo's” opened shortly thereafter.

Kimo's offers a variety of microbrews, including Honey Red, Helluva Hefe, Screaming Eagle IPA, Snake Light, Cascadian and Hickory Smoked Porter, to name just a few. They also offer wine and other drinks. A large and varied food menu is available, which includes salads, wings, burgers, pizza, sandwiches, and several entrees (including fish & chips and more).

FREE MEMBER GIFT: COMPLEX PROBLEM SOLVING

ASQ's free member gift includes many resources to assist with problem solving. Here are just some of the items offered this month:

Articles

- What is Problem Solving?
- The Eight Disciplines
- DMAIC (Six Sigma): An Introduction
- Root Cause Analysis: An Introduction

Free E-Books

- Correct! Prevent! Improve!
- The ASQ Pocket Guide to Root Cause Analysis
- Introduction to 8D Problem-solving

Webcasts/Videos

- Solution Analysis: Problem Solving
- Solution Analysis: Root Cause Analysis
- Solution Analysis: Corrective Action Planning
- Get the Defects out of Root Cause Analysis
- Root Cause Analysis for Beginners

Access your free gifts by November 30 by clicking [here](#).

NOTE: Looking for ways to earn recertification units (RUs)? Viewing all the webcasts in this month's member gift equals approximately 4 hours (or 0.4 RUs) of home study activity under courses. Visit asq.org/cert/recertification for details.

MEMBERSHIP REFERRAL PROGRAM

Know someone who would benefit from ASQ membership? Just send their name and email address to ASQ, using [this link](#). ASQ will send a membership invitation via email to your colleague or friend on your behalf.

If they join as a Full member, they'll experience the difference an ASQ membership can make in their career—and you will receive \$15 off your next membership renewal.

HOW SECURE IS YOUR PASSWORD?

We all know the importance of protecting our identities. And, in today's world, many folks have more passwords than they can easily remember, just trying to stay safe online.

Ah, the digital life... logins, passwords, payment information and other sensitive personal data ... all out there.

Want to see how quickly some passwords can be cracked? Check out Dashlane's [How secure is my password](#) site. I entered "hello newman" and it said it could be cracked in 1 day. The site suggested using a more unique, randomized password to keep accounts secure, and that adding numbers and symbols would make the password more secure.

So... how about *supercalifragilisticexpialidocious*? Dashlane says it would take 1 nonillion years to crack that one! Um diddle diddle diddle um diddle ay!

CERTIFICATION INFORMATION

While it's too late now to register for the December exams, another round is coming in January 2019. The application deadline is December 7, 2018, for the following exams in January:

CBA	Certified Biomedical Auditor
CHA	Certified HACCP (Food Safety) Auditor
CMQ/OE	Certified Manager of Quality/Organizational Excellence
CQI	Certified Quality Inspector
CQT	Certified Quality Technician
CRE	Certified Reliability Engineer
CSQP	Certified Supplier Quality Professional
CSSBB	Certified Six Sigma Black Belt
CSSYB	Certified Six Sigma Yellow Belt

Online exam registration (and instructions) can be accessed at <https://asq.org/cert>. All exams are now electronic. The nearest test centers are in Yakima, Spokane, and La Grande, Oregon. The above exams will be available to take any time between January 4-20, 2019.

Using information from the body of knowledge of a specific certification shows others that you have a proven skill set and you understand how to apply it to everyday life. ASQ certifications can also help you connect with like-minded quality professionals to share your knowledge and to make the world work better.

Don't forget – starting January 1, 2019, all recertification applications will have to be submitted online through the [ASQ](#) website. If you are within six months of the end of your current certification, and want help submitting your Recertification Journal, contact [Patrick Faulk](#), our section's Certification Chair.

INTERNET SECURITY CHALLENGES FOR SMALL BUSINESSES

On-Demand Webinar

Internet safety risks for small businesses - and for all businesses - increase each year. The stakes are high as some businesses may not be able to sustain operations after a major cybersecurity breach.

In this free, on-demand webinar, presented by Trend Micro Initiative for Education, you can learn about:

- Cybersecurity awareness and risks
- Today's complex threats
- Education and protection: how to protect your business and customers
- Recovery and backup
- Other helpful resources

To register and view the webinar, click [here](#).

SECOND HARVEST SEASON OF GIVING FOOD DRIVE

November 19 – December 7 at Yoke's Fresh Markets

Yoke's Fresh Markets are hosting their annual Season of Giving Food Drive at all Yoke's stores in the Tri-Cities and Spokane areas. Through December 7, customers can purchase pre-bagged food for \$5 and \$10, or donate cash at the register to help fight hunger.

Every \$1 donated provides 5 meals for those in need.

You can also donate online [here](#):

ISO 45001 AND DRIVING A RESILIENT HEALTH AND SAFETY CULTURE IN YOUR ORGANIZATION

Free Webinar – November 29

Health and Safety is critical to the well-being of your team and the success of your business. Your organization's greatest assets are your workers, and their safety and well-being is directly tied to their productivity and therefore, your bottom line. Resilient organizations recognize a strong health and safety culture as central to their success.

ISO 45001 is the first internationally-recognized standard that provides a framework necessary to establish and maintain a management system that can help you proactively manage occupational health and safety requirements, protect your people and brand, as well as strengthen your business performance.

This webinar, on November 29 from 2 pm to 3 pm EST, will cover:

- The benefits of a vibrant Health and Safety Management system to your employees, your business, and your bottom line
- How to reach a level of safety and compliance that takes you to the next level
- The elements of the new ISO 45001 standard and the different Key Themes you need to know
- How the new ISO 45001 aligns with other key ISO standards such as ISO 9001 and ISO 14001 to allow the opportunity for Integrated Management Systems
- The timeline for transition for OHSAS 18001 to ISO 45001

To register, click [here](#).

QUOTE OF THE MONTH

"Outstanding leaders go out of their way to boost the self-esteem of their personnel. If people believe in themselves, it's amazing what they can accomplish. High expectations are the key to everything."

~ Sam Walton

MCLDA INVITATION TO HOLIDAY EVENT

December 13 in West Richland

The Mid-Columbia Leadership Development Association (MCLDA) has extended an invitation to our ASQ section members and guests to their annual Holiday event on December 13. The meeting will be held at the Sandberg Event Center in West Richland, from 5:30 pm to 8 pm.

Included are holiday music, dinner (with roasted turkey and shrimp scampi), and both Silent and Live Auctions to support local charities.

Cost for this event is \$20. If interested, please RSVP to [Mary](#) or call 509-551-1186 by December 10.

THE ENGAGED MANAGER: BEYOND THE SURVEY

Live Online Seminar – November 29 and 30

Employee Engagement has been a hot topic for a few years in the business world. It has been attributed to increased performance, organizational and team culture, retention and the bottom line.

Even though we know employee engagement has positive outcomes for businesses and teams, many managers and leaders struggle to know what to do, how to engage employees and when they should be engaging employees.

Gallup stated in its 2015 "State of the American Manager" report that managers account for 70% of the variance in employee engagement. By focusing on the development of these skills at the one-on-one level, this training expands the communication, social and emotional intelligence, leadership, and followership skills of the managers in the organization. The training focuses on the use of interpersonal strategies and interpersonal skills to improve the engagement between a manager and an employee.

Jodi Wilson, CEO of Leading Projects, will present this two-day seminar. It will provide strategies and skills for engaging employees on any level of the organization, including:

- Build leader to employee (1:1) strategies for engaging employees
- Learn the role of the leader-follower dynamic in employee engagement
- Capitalize on the role employee motivation plays on employee engagement
- Develop strategies and skills using social and emotional intelligence to engage employees
- Identify the impact of emotional contagions on employee engagement
- Coaching strategies to improve 1:1 interactions with employees, including formal and informal leaders

Cost for the seminar is \$1197. For more information and to register, click [here](#).

**SAFE HARBOR & MY FRIENDS' PLACE
ADOPT-A-CHILD - CHRISTMAS GIFT GIVING**

Safe Harbor & My Friends' Place need help to provide Christmas gifts to at-risk children, teens and families in the Tri-Cities area. To sign up or for more information, visit their [website](#) or contact the program [coordinator](#).

UPCOMING BLUE RIDGE LUNCHTIME WEBINARS

ASQ Blue Ridge Section 1108 continues to offer free webinars. 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:

November 28: *Kano Model & the Net Promoter System*

December 4: *The Innovative Leader: Project Management Techniques to Enable Teams to Achieve Successful Outcomes*

December 11: *Hacks for Effective Problem Solving*

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

ALL ABOUT STANDARDS

Do you want to demonstrate your ongoing commitment to safety, reliability and quality? Would you like to help improve the efficiency and effectiveness of your company's operations through the use of ISO standards?

Sign up for ASQ's [Standards Connection Newsletter](#). It's a great source for the latest ISO revision news and information.

Other free resources from ASQ include [myASQ Discussion](#), ["ASQ the Expert" Standards Blog](#), [Learn About Standards](#) and the [ASQTV – Standards Channel](#).

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.

We're on Facebook!

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

SECTION 0614 MEMBERSHIP

There are 94 members in our Section as of November 6.

2018 SECTION 0614 LEADERSHIP TEAM January 1 - December 31, 2018	
Section Chair	Jo Haberstok
Secretary	Kent Ozkardesh
Treasurer	Robert Boykin
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

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.

