



CHAIR'S CORNER – HAPPY HOLIDAYS!

by Jo Haberstok

Are you excited about the holidays? Do you still have that looking-forward-to-Christmas spirit you had when you were younger? I think part of me will always be a kid at heart – I enjoy singing or hearing carolers sing “Silent Night” and “Joy to the World,” and seeing a living Nativity scene. I still have some of my childhood toys and have even been known to re-read my old Nancy Drew mystery books from time to time. And, without appearing to be too “commercial” about it, I always smile when I see a mall Santa who really looks like a Santa should!

Of course, the holiday season does not feel exactly the same now as it did when I was a child. Back then, I didn't really think much about how much all the presents cost or about weather conditions when traveling to visit others. It's a lot easier – and stress-less – to reap most of the benefits of the holiday season without the worries.

Many things have changed over the years due to technological advances. We no longer have to drive around to a lot of stores to do our shopping, and we can place online orders at practically the last minute. For those who aren't so great at cooking, they can order a whole prepared meal from a local restaurant, and then the many hours they would have been in the kitchen can be spent enjoying the relatives and other activities. A lot of folks no longer even send out real Christmas cards; some send e-cards while others just post a greeting on Facebook and call it good.

Whatever your preferences and your traditions...nearly everyone looks forward to the season. But even with the changes over the years, there still seems to be a lot of stress at this time of year. Our lives may already feel pretty full with juggling work, family and other commitments. Holiday activities add to the schedule and the stress.

So, in the midst of all the fun and frivolity – the city sidewalks, busy sidewalks, and shoppers rushing home with their treasures – try to carve out some time for yourself. What that looks like is, of course, up to you, as we all find different activities to be relaxing and/or reinvigorating. Maybe a special night out with friends ... or maybe a really quiet night in with no friends! Maybe a trip to the spa or watching a favorite holiday movie. Or, how about a visit to a local nursing home to help cheer up others who may be feeling lonely at this time of year? Whatever works best for you, go for it!

I wish you all a very Merry Christmas and all the best in 2019!
Jo

What are you up to this Christmas?

by Robert Boykin

I recently learned that a very close relative of mine does not celebrate Christmas. I have always sent presents at Christmas time, and discovered that the presents were welcomed, but the season not so much. Nothing changed akin to how I feel about the relative, it's just that I did not know and, for that, I feel conflicted inside.

Growing up we always celebrated Christmas together – and there was never any discussion about not taking part in the celebration. Now I come to find that beliefs have changed over time. I guess there is merit in that we must realize that we are all different in the way we perceive the world. Yet, you can talk with someone for years, every day, and still, it won't mean as much as what you can have when you sit in front of that person and communicate with the heart, not the tongue. It is definitely true that a most important thing in communicating is hearing what is not being said.

I know what happened. I fell out of touch. I allowed the trials and tribulations of life to be more important than communicating with family. In our constantly moving and changing life, it is easy to forget those that are always around us – family and friends. As offered by American journalist Charles Kuralt, “The love of family and the admiration of friends is much more important than wealth and privilege.” Family means putting your arms around each other and being there. I forgot that.

There is no doubt that communication plays a vital role in human life. It not only helps to facilitate the process of sharing information and knowledge, but also helps people to develop relationships with others.

So, what are you up to this Christmas? A suggestion – spend it communicating sincerely with family and friends. As we struggle with shopping lists and invitations, compounded by the season's sometimes inclement weather, it is good to be reminded that there are people in our lives who are worth spending time with, and people to whom we are worth the same.

"You are born into your family and your family is born into you. No returns. No exchanges." - Elizabeth Berg

Be well and be safe.

- Robert

TAKING A BREAK IN JANUARY – NEXT SECTION MEETING WILL BE FEBRUARY 13

We have decided to not hold a section meeting in January 2019.

Please mark your calendars for February 13 and join us for the first dinner meeting of the year.

Details will be forthcoming in the near future. We are currently in the process of finalizing details with both the speaker and the venue.

SUMMARY OF KEY 2018 COLUMBIA BASIN ASQ 0614 SECTION ACTIVITIES

by Jo Haberstock

Our Section has just about completed another successful year. I am happy to announce that our 2019 section leadership team is in place and looking forward to serving in the coming year.

So... what did our section do in 2018? Here are some of the highlights:

- Five dinner meetings - with a variety of speakers and topics
- Two site visits/tours to local companies
- One community outreach (volunteer/hands-on) activity
- Invite a Guest Program introduced ASQ to several potential new members
- Assessed performance via requests for feedback at meetings and other events - average overall rating for dinner meetings for the year was 4.6 (on a 5-point scale); average rating for site visits was 4.9)
- Communicated with members via monthly newsletters and on our website
- Supported WCQI/Seattle participation by several section members
- Supported five charitable organizations, through sponsorships, donations of gift baskets/items for fundraisers, and food/household donation drives
- All actions on FY 2018 Business Plan completed – met or exceeded all goals
- Business and Budget Plans for FY 2019 prepared and submitted to ASQ HQ

All in all, it was a very good year. Thank you all for your continued support and participation!

QUOTE OF THE MONTH

“If you laugh, you think, and you cry, that’s a full day. That’s a heck of a day. You do that seven days a week, you’re going to have something special.”

~ Jim Valvano

FREE ASQ CERTIFICATION GUIDE

Looking for a way to move your career forward?

When you add an ASQ certification to your credentials, you'll be adding a mark of recognized quality excellence. Certifications can also help you increase your income potential and provide a competitive advantage.

Want to learn more? ASQ offers a [free download](#) of **ASQ Certification and Certification Preparation Resources**, a comprehensive guide to all of the ASQ certifications.

For more information about certification and upcoming exams, click [here](#).

ASQ CERTIFICATION NEWS

If you are interested in ASQ certification, be sure to apply by January 4, 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 Quality Engineer
- Certified Software Quality Engineer
- Certified Pharmaceutical GMP Professional

The testing window for these certifications is February 1 through February 17, 2019. For more information about ASQ certifications, click [here](#).

MY FRIEND'S PLACE COLLECTING BLANKETS FOR THE HOMELESS

There are thousands of homeless youth in the state of Washington according to the Department of Commerce. My Friend's Place in Kennewick has the ability to house 16 homeless teens between the ages of 13 and 17. The facility is Southeastern Washington's first overnight sanctuary for homeless teens. They help provide teens with meals, homework help, showers, laundry and a safe place to rest.

According to Heather Shindehite, executive director of the facility, because they only have room for a limited number of teens at any given time, there is a great need for blankets during the colder months. Teens who remain on the streets still often come to the shelter for basic needs.

If you would like to help out, you may bring blankets to the shelter at 1112 Grant Place in Kennewick. For more information about My Friend's Place, click [here](#).

THE KEY TO HAPPINESS AND SUCCESS

by Jon Gordon

I believe I have found the key to happiness and success and it can be observed first hand in millions of homes and children's hearts this holiday season. The key is to be like a kid on Christmas morning - *Thankful for the gifts you have received and optimistic and excited about the new gifts that are coming your way.*

It starts with being grateful. When you are grateful for the gifts in your life, big and small, you always seem to find more things to be grateful about. *That's why abundance will flow into our life when gratitude flows out of our heart.*

We become a gratitude magnet and experience more joy, love, peace, and happiness. (Note: I'm not talking about material gifts. I'm talking about the gifts of the heart.)

But what about my desire for a promotion, a better job, more money, more friends, better health, more success you might ask? Isn't it important to strive for more? Doesn't gratitude breed contentment and stagnation? How can I be thankful when I know my life can be so much better?

That's why it's important to also be *optimistic and excited about the new gifts that are coming your way.*

Sure, you are thankful for what you have but you also look forward to more gifts in the future. You believe that your best days are ahead of you, not behind you. When people ask you how things are going you say, "Getting better every day."

This was something I learned a number of years ago. At the peak of my misery, struggles and failures I realized I had to stop being disappointed about where I was and needed to start looking forward to where I was going. Once I started being thankful for the simple gifts in my life and became excited about the road ahead I experienced a completely different journey.

When you change your heart and mind you change the direction of your life.

So what are you thankful for? What is right about your life? Be sincerely grateful. Then think about what your brighter and better future looks like. What do you hope for? Trust it is possible. Get excited.

We often think that we'll get excited about life when we have a life that is exciting but actually it works just the opposite.

When we get excited about life, we get a life that is exciting.

In this spirit may you experience amazing gifts this holiday season and may your 2019 bring you even greater gifts than you could imagine.

Jon Gordon's best-selling books and talks have inspired readers and audiences around the world. His principles have been put to the test by numerous NFL, NBA, and college coaches and teams, Fortune 500 companies, school districts, hospitals and non-profits. He is the author of The Wall Street Journal bestseller The Energy Bus, The No Complaining Rule, Training Camp, The Shark and The Goldfish, Soup, The Seed, and The Positive Dog. Check out his website at www.JonGordon.com.

MAINTAINING AN AGILE COMPANY: TIPS TO RESPOND TO CHANGING MARKETS AND CHANGING CUSTOMERS

Free Online Workshop

SCORE offers the largest network of volunteer business mentors providing free answers to business questions. On their [website](#), you can browse mentor profiles to find your ideal expert or ask a question and they will connect you with the right expert to help you be successful.

"Maintaining an Agile Company: Tips to Respond to Changing Markets and Changing Customers" is a free online business workshop from SCORE, which will help you to:

- conduct a self-assessment to determine if you are meeting your customers' needs
- understand different approaches your company can use to respond to market changes
- identify opportunities for change

For more information and to sign up for this on-demand workshop, 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.

We're on Facebook!

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



SECTION 0614 MEMBERSHIP

There are 93 members in our Section as of December 5.

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 Prevet
Newsletter Editor	Robert Boykin
Publicity Chair (acting)	Jo Haberstok
Programs Chair	Vacant
Social Media Chair	Vacant
Education Chair	Vacant
Community Outreach Chair	Vacant

2019 SECTION 0614 LEADERSHIP TEAM January 1 - December 31, 2019	
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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.

Happy
Holidays!