

## CHAIR'S CORNER – Can You See Me Now?

by Jo Haberstok

August is National Eye Exam Month, and even if you think you currently have 20/20 vision, it's important to get regular eye checkups. I got my eyes checked last month, and that's probably what got me thinking more about this topic. I'm sure everyone wants to see as well as possible, right?

I've taken some liberties below as I got to thinking about how many of us "see" things differently and how sometimes our "views" can result in miscommunications and/or conflicts.

*Nearsightedness:* Do you find it easier to stick with the tried-and-true, things you are already familiar with? Is it somewhat stressful (possibly very stressful) to be in a new social situation or to take the lead in a conversation with someone you've just met? We've probably all been there, at least to some degree. It can sometimes be difficult to take on a new challenge or to consider an idea that's not in our current comfort zone.

*Farsightedness:* Do you do thrive in strategic, long-term planning and in seeing the "big picture"? Is it hard sometimes to deal with the smaller, more short-term details? It can take some real effort to break things down into the baby steps needed to achieve long-term success.

*Astigmatism:* Do you have difficulty concentrating on a specific task for more than a short time? Is it hard to be a focused, active listener when a teammate, friend or family member is making suggestions for improvements? After a few minutes in a meeting or discussion, do some things seem crystal clear while others feel very blurry? It's not always easy to listen closely without getting distracted by our own thoughts or to consider feedback from others in a positive manner.

Can we improve our eyesight? Many eye exercises are touted as ways to naturally improve eyesight and overcome nearsightedness. But we usually can't correct our actual vision without professional help, and there is no quick-and-easy fix for eyesight problems. However, with tools such as good nutrition and diet, you can still help your eyesight naturally and on your own.

Similarly, with help from others (e.g., books, workshops/training, coaching/mentoring), we can improve ourselves, our outlooks and our attitudes. With other tools and techniques, such as making an effort to be more open to seeing (and considering) the ideas of others, focusing on the most important goals first, etc., we can change the way we view and react to the ever-evolving world around us. We may need to admit that we can't do it all on our own, and we may have to reach for those reading glasses from time to time. But remember that life-long growing and learning are great goals to reach for.

- Jo

## Elements of a Strong Work Culture

submitted by Robert Boykin

Articles written by people with a host of alphabetical letters after their names asks: Is a strong work ethic a personal trait that must be possessed by individuals, or is it a standard of behavior that everyone should follow so they can actually be of use to the organization? What are your thoughts about that?

Well, guidance listed in many articles suggests that a strong work ethic should govern all our business, all the time. Following are some suggestions on how we might be of use to the organization.

**Integrity** - Doing the right things at all times, even if no one is watching, much less your boss. Its greatest impact is seen in your relationships with the people around you, which is why integrity is seen as one of the most important ingredients of trust.

**Emphasis on Quality of Work** - If you show dedication and commitment to coming up with very good results in your work, then your work ethic will definitely shine. Do more, perform better, and go the extra mile to come up with results that surpass expectations.

**Professionalism** - The word "professionalism" is said to cover everything from your appearance to how you conduct yourself in the presence of other people.

**Sense of Responsibility** - If you have a strong work ethic, you will be concerned with ensuring that you are able to fulfill your duties and responsibilities.

**Sense of Teamwork** - As an employee, you are part of an organization. You are simply one part of a whole, which means you have to work with other people. If you are unable to do so, this may put your work ethic into question. Keep in mind that teams win. As attributed to Hall of Fame basketball player Michael Jordan, "Talent wins games, but teamwork and intelligence wins championships."

**Discipline** - Work ethic is something that emanates from within. Discipline involves focus, dedication and determination on your part to do what you should.

And let's be nice to each other. You don't have to start by being the nicest person in the world, just kick off each day with the goal of trying to be nicer. As the saying goes, it's nice to be nice.

Be well and be safe.

- Robert

# September 10, 2019

## American Society for Quality Columbia Basin Section 0614

### NOTE DATE AND LOCATION!

#### DATE:

Tuesday  
September 10, 2019

#### LOCATION:

Permobil  
2701 West Court Street  
Pasco, Washington  
(509) 586-6117

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 reservation as soon as possible.

Reservations are due September 4. Send an e-mail to [0614asq@gmail.com](mailto:0614asq@gmail.com) with your name, member status and contact information.

**SAFETY NOTE:** Closed-toe shoes must be worn.

Safety glasses and earplugs are also required through a portion of the tour; these will be provided for participants.

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

## “Quality and Customer Service are Key”



### Site Visit Permobil Manual 2701 West Court Street – Pasco

Permobil team members take a personal approach to wheelchairs and seating systems. This is a bold statement that speaks to the history of their companies and to their combined strength in the complex rehabilitation industry.

It means every product they create is inspired by the real lives of people with disabilities. It means each team member strives every day to solve the challenges of mobility, comfort and safety - challenges their customers face every day. And it means that no matter what customers are striving for, they are there to support them, using the latest technologies and their own ingenuity. Why? Because they believe everyone has the right to the same standards, and that what a person is capable of should never be a question of ability.

The Permobil facility in Pasco began as a branch of Sandvik Special Metals that focused on building custom products out of titanium. After a couple of years, TiSport spun off into its own company and began to grow as a business by specializing in bike frames, golf club shafts, and titanium wheelchair frames. Eventually they made the decision to change their brand to TiLite and focus on manual wheelchair frames full time. As it turns out, this was not only a great decision for TiLite, but also a great decision for thousands of manual wheelchair users all over the world. With the tag line *The Ultimate Ride*, TiLite spread like wildfire in the industry due to its high quality, innovative products, and durability. In 2014, Permobil, one of the global leaders in power wheelchairs, acquired TiLite. Permobil created a branch of their company called “Permobil Manual,” which the TiLite brand now lives under.

Manual Products has a focus on creating an “avalanche” of new products that will provide users with the absolute best experience possible. They are working on new supply chain strategies, entirely new product offerings, product updates, and improving interaction with third-party accessories and devices. This has required rapid development in their quality and regulatory processes. Not only do they focus on product quality, but they also have to ensure fulfillment of all legal requirements for the manufacture of medical devices. They are currently pursuing ISO13485 certification (QMS for Medical Devices). Their quality system is governed under 21 CFR 820 by the FDA along with various other governmental standards throughout the world.

Join us on Tuesday, September 10, for a special tour at the Pasco facility, where we will learn more about the company’s history, culture, teamwork, safety and quality philosophies.

## WHO WILL STEP UP?

### HELP KEEP OUR SECTION GOING IN 2020!

Do you enjoy being a member of Columbia Basin ASQ? Do you like the programs and site visits you have participated in? Are the newsletter articles of value to you? Do you want to see our section continue in the future?

In order to maintain our section, we are required by ASQ to fill specific officer positions as well as other appointed roles every year. We really need our members – that means you! – to step up and volunteer to serve in leadership and supporting roles in 2020.

We encourage new and innovative ideas – but we need volunteers to champion them!

Much of our past success has been due to the efforts of a small but dedicated team of volunteer leaders each year, many of whom have held more than one role on the leadership team to ensure the section's continued success.

Most positions (Chair, Secretary, Treasurer, Membership, Audit, Nominations, etc.) only require a time commitment of a few hours each month – but they are all needed to keep the section running.

For more information about the positions and/or to volunteer, please contact one of our current leadership team members.

### myASQ – SIGN UP TODAY!

Not to sound like a broken record, but since not very many of our members have signed up on myASQ yet, the articles will continue!

Our section's "Community" is now public. This allows our members to access information about upcoming events, newsletters and more, and to join discussion groups and provide ideas and feedback through the myASQ site.

Portions of our Community are accessible to the general public as well – so that non-members can view information about upcoming meetings and other activities. We will eventually – probably within another six months or so, transition from our current public website to having our information available only through our Community.

One of the main 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, here is a [link](#) to a PowerPoint presentation that provides an overview of the platform's features. You may need to log in to myASQ for access.

## ASQ 2020 WCQI CALL FOR PROPOSALS

**Deadline for Submittal: September 4**

The 2020 World Conference on Quality & Improvement will be held May 3-6 in Columbus, Ohio.

This event brings together thousands of quality professionals seeking insight and strategies to optimize their organizations and their careers. Through relevant conference sessions ranging from introductory to expert, attendees will gain a thorough understanding of how and why to incorporate quality practices and strategies at all levels of the organization.

Share *your* expertise to help deepen the understanding and application of current and emerging innovations across industries.

Session proposals should integrate the conference theme, *Realize Your Impact*, with one or more of the focus areas outlined below.

- Quality Foundations
- The Lighthouse Series
- Beyond Technical: Driving Quality Through Soft Skills
- Sustaining Innovation

Additional information can be found by clicking [here](#). Submissions will be accepted until September 4.

## AUGUST MEMBER GIFTS – LEAN & SIX SIGMA

ASQ's free member gifts this month include useful resources to help individuals better understand and apply Lean and Six Sigma methodologies:

- **Best-selling E-Books** – *Six Sigma Green Belt, Round 2: Making Your Next Project Better than the Last One* and *Six Sigma for the New Millennium*
- **ASQTV videos** on *Enhancing Six Sigma with Uncertainty Quantification, Lean vs. Six Sigma, DMAIC Leads to Cost Reduction*, and more
- **Expert webcasts** on best practices and tools such as *Lean Forward: An Introduction to Lean and Process Improvement Using Six Sigma: A DMAIC Model*
- **Practical examples** from multiple case studies and articles

Access your gifts by August 31 by clicking [here](#).

## QUOTE OF THE MONTH

"It is not the strongest species that survives, nor the most intelligent, it's the most adaptable to change."

~ Charles Darwin

## INTERESTED IN BECOMING A CERTIFIED QUALITY TECHNICIAN (CQT)?

ASQ Certified Quality Technicians (CQTs), In support of and under the direction of quality engineers or supervisors, analyze and solve quality problems, prepare inspection plans and instructions, select sampling plan applications, prepare procedures, train inspectors, perform audits, analyze quality costs and other quality data, and apply fundamental statistical methods for process control.

As a CQT, you have proven knowledge of a wide range of quality topics that can benefit you in a variety of roles within an organization. If you are interested in reducing costs and brand damage associated with manufacturing errors, improving processes through the application of quality tools, and increasing customer satisfaction with steady, consistent, and quality output, check out this certification. Click [here](#).

To learn about other ASQ certifications, click [here](#).

## UPCOMING ASQ CERTIFICATION EXAMS

The following ASQ certifications will be testing October 4-20. The deadline for applications is September 6.

- CQA - Quality Auditor (*this exam will be piloting the new CQA BOK*)
- CQE - Quality Engineer
- CQIA - Quality Improvement Associate
- CSQE - Software Quality Engineer
- CSSGB - Six Sigma Green Belt
- CQPA - Quality Process Analyst
- CCT - Calibration Technician
- CPGP - Pharmaceutical GMP Professional

For more information, click [here](#) and select "Certification Overview" for guidance in determining the right certification for your career path.

## 2019 ASQ INSPECTION DIVISION CONFERENCE September 23-24 in Louisville Kentucky

Looking for insights into inspections and related topics? Check out this conference in September, featuring keynote speakers from Google and Mahr Metrology.

The theme is "Inspection in the Information Age – Management by Fact / Turning Data into Action." The technical programs include 18 Sessions in 4 tracks:

- Track A: Product Tutorials, Inspection
- Track B: Standards, Data Security, Change Management, RCA, Reliability
- Track C: Product tutorials, RPA, Continuous Improvement, Supplier Quality
- Track D: Standards, Workflow, Audits, LEAN

Post-conference offerings September 25-27 include several ASQ certification examination preparation courses. For more information about the conference, exhibitor opportunities, registration and more, click [here](#).

## ASQ RELIABILITY & RISK DIVISION CONFERENCE – RMMR 2019

October 15-17, 2019 in San Antonio, Texas

The ASQ Reliability & Risk Division is celebrating its 50th year by launching the Reliability, Maintenance & Managing Risk Conference October 15-17 in San Antonio, Texas.

The theme is "The past 50 years, the next 50 years." The conference features an extraordinary technical program, distinguished keynote speakers, recognition events, a banquet, and pre- and post-conference courses.

With a focus on both new and traditional techniques-for delivering maximum cost-benefits from product reliability and risk management, RMMR 2019 is relevant to manufacturers in the aerospace, automotive, consumer electronics, defense, medical, telecommunications and other industries where reliability is a key driver of operational and business success.

If your company wants to improve its product design and testing with a goal to improve reliability, reduce warranty costs, improve profits, gain market share, and be more competitive while reducing risk, check out the 2019 RMMR conference. Click [here](#) for more information and to register.

## SECOND HARVEST – UPCOMING EVENTS

Second Harvest has been leading the hunger-relief network in our region since 1971. They distribute over 2 million pounds of free food each month to help people in need in 26 counties in Eastern Washington and North Idaho. Partnerships with more than 250 neighborhood food banks and meal centers make it possible to feed 55,000 people each week. Here are some ways to help support their efforts.

**August 28 through September 2 – Spokane Pig Out in the Park** - Enjoy a great Labor Day weekend tradition with live music and food vendors while supporting Second Harvest. Vendors will have donation cans at this event, which is held in Spokane's Riverfront Park.

**September – Spokane & Tri-Cities Hunger Action Month** - Find out what you can do to support Hunger Action Month by visiting [2-harvest.org](http://2-harvest.org) throughout September.

**October 9 – Tri-Cities Taking a Bite out of Hunger** - Taste some of the area's best entrées, appetizers, desserts, beers, wines and other beverages while bidding on auction items from 5:30 to 9 p.m. at the Pasco distribution center. Volunteers are also needed to help with set-up, vendor check-in and other tasks. Additional details at [2-harvest.org/tcbite](http://2-harvest.org/tcbite).

## WINE & DINE FOR SIGN

October 12 in Kennewick

SIGN Fracture Care International will hold their annual **Wine & Dine for SIGN** fundraising event on October 12 from 5 to 9 pm at the Three Rivers Convention Center in Kennewick. This event benefits SIGN surgeons and patients around the world.

SIGN builds orthopaedic capacity in developing countries by collaborating with the local surgeons to develop training and implants that support their efforts to provide effective orthopaedic surgery to the poor. They design and manufacture surgical implants and instruments that are then donated or provided on a cost reimbursement basis to under-resourced hospitals for the surgeons' use. They coordinate orthopaedic training of the surgeons in the use of this equipment and other orthopaedic procedures. The local surgeons can then treat more patients and hasten healing so patients can return to work and resume care and feeding of their families.

The event will include a plated dinner, silent and live auctions, SIGN's 20th Anniversary displays, live demonstrations of the SIGN Technique, and much more. Tickets are \$50 per person. For more information, [click here](#) or call 509-371-1107.

## ROLE MODELS

### Videos with Jonathan Fanning

Who are your role models? Why? What do you really know about their stories? How will you let their examples affect your life?

Author and motivational speaker Jonathan Fanning also studies human nature, which includes communicating with your family members, co-workers, people in your community, customers, everyone. Check out some of his videos about role models, which are educational and may also inspire future actions:

[Isaac Newton](#) – Creative Leadership Lessons

[John Wooden](#) – A Leadership Legend

[Ray Kroc, Jr.](#) – Mastery of the French Fry at McDonalds

[Walt Disney](#) – Carousel Dream

[Martin Luther King, Jr.](#) – The Parable of the Good Samaritan

Has your email address changed? Help us keep you informed of Columbia Basin ASQ 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 click on the "email preferences" tab to be sure you are subscribed to receive future Section communications.

## HRDQ-U FREE WEBINARS

Check out these upcoming one-hour webinars from HRDQ-U! These are all great opportunities to expand (or refresh) your knowledge. And they're free! Just click on the link(s) to be taken to their website to get more information and to register for the course(s) you are interested in.

**August 22:** [How Listening Skills Can Improve Workplace Performance](#)

If you want to make real improvements to communication, it's time to listen up. This listening skills test helps individuals to develop their strengths and improve upon their weaknesses so they are better equipped to handle customer complaints, negotiate contracts, manage teams, and more.

**September 5:** [How Do You Come Across to Others?](#)

Research shows that assertive behavior improves individual and organizational performance. The ability to influence others is critical to anyone in a leadership or sales role, and enormously useful to just about everybody else. But people aren't necessarily born assertive – it's largely an acquired skill.

**September 12:** [What Makes Great Transformational Leadership?](#)

There's more to leadership than having a notable title and being in charge of a team. You might have the authority to manage other people, but if you're an unsuccessful leader, you won't be able to guide and inspire your employees to accomplish their goals.

**September 13:** [Leadership Styles: Measuring and Refining Your Skills](#)

Why do some leaders flourish while others fail? Effective leaders positively influence the behavior of their followers, getting them to work toward shared goals. But leaders have different ways in which they characteristically influence others. Learn more in this webinar.

## WHAT'S IT ALL ABOUT – QUALITY?

### Call for Input from Columbia Basin ASQ Members

Since quality is a major part of who we are and what we strive for every day, give this some thought.

*What does Quality mean to you?* It may be just one or two words – or one or two sentences.

Submit your response to [0614asq@gmail](mailto:0614asq@gmail.com) by September 15. Depending on responses (and length and content), we may share your definition/description in a future newsletter!

## 2019 ITEA RECIPIENTS AND THE ITEA PROCESS

Thousands of teams from the world's most successful companies have participated in ASQ's Team Excellence Award (ITEA) process to date. The ITEA showcases quality concepts being used by teams within organizations all over the world to make valuable improvements in areas such as customer satisfaction, waste reduction, and employee morale - all leading to improved profitability.

The ITEA process begins by understanding the criteria and concludes by presenting the team's results. Teams document their efforts throughout the course of a project, which helps focus the team and provides feedback along the way. At the end of the project, the completed information is submitted to the ITEA process for the chance to have the team's efforts recognized on an international stage.

This year, 17 finalist teams presented their stories, both in storyboard/poster form and also in live presentations before the judging teams at the World Conference on Quality and Improvement (WCQI) in Fort Worth, Texas.

The recipients of the 2019 ITEA awards, which were presented on May 22, follow.

Gold – Sunflower, Better NPP, Better Life, Shanghai Nuclear Engineering Research & Design Institute (China)

Gold – Activated ABACOM, SanCor Salud (Argentina)

Silver – Sell Right for Customer Delight, Max Life Insurance (India)

Bronze - Green Interior Team, Pan Asia Technical Automotive Center/Yanfeng Automotive Interiors (China)

Click [here](#) to view the awards ceremony. For information about how to submit *your* team for next year's ITEA process, click [here](#). Team entry materials are due September 9.

## 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.

## COLUMBIA BASIN ASQ MEMBERSHIP

There are 87 members in Columbia Basin ASQ as of August 8.

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	Sam Adams
Certification/Recertification	Patrick Faulk
Nominating Chair	Robert Kuhlman
Webmaster	Steve Prevette
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

## SCHOOL STARTS SOON – BE SAFE OUT THERE

Just a friendly reminder that schools in our area will be starting soon. Be on the lookout for children, crosswalks, and buses.

