

## CHAIR'S CORNER – Counting Blessings



by Jo Haberstok

It's that time of year - Thanksgiving and the holidays - a time when we tend to think more often about friends, family and the many blessings in our lives. This year – 2020 – has been a very different one, but through it all there are many things to be thankful for.

I am grateful for our many Columbia Basin ASQ members. I enjoy the opportunities our section provides to get together, to meet new people, catch up with others, tour facilities, give back in the community, and learn new things. Even this year, although we have only able to hold a couple of in-person meetings, we've been keeping in touch through this newsletter, our myASQ community site, and participation in a number of virtual meetings offered by other ASQ sections across the country.

As the holidays quickly approach, here's something fun. For those who love saying "It's only \_\_\_ days until (insert upcoming holiday)!" check out the [Holiday Countdown Calendar](#), a useful site to help you know exactly how many more days until your next favorite day. It's actually kind of neat, updated each calendar year – and it includes more holidays than I even knew existed (e.g., National Library Workers Day, Wright Brothers Day, etc.). What a great way to be sure you don't forget Boss's Day next year (it's October 15) ... and you may also want to let your boss know that Employee Appreciation Day is March 5.

We often include information in our newsletters about charitable organizations in our member communities. We are spotlighting a few more this month. If you haven't participated in a virtual silent auction, I highly recommend it. It's fun to view all the items up for bid, and it's even more fun if you end up with the highest bid! But even if you don't, it's all for a good cause.

I know there are hundreds of organizations that do great work and help the underserved, and I encourage everyone to support them if you are in a position to do so. Most organizations are always in need of donations – of specific items as well as volunteers to help carry out their missions. And, of course, monetary donations are always appreciated.

Whatever you decide is the best way for you to contribute in your community – Thank You! And keep up the good work in 2021!

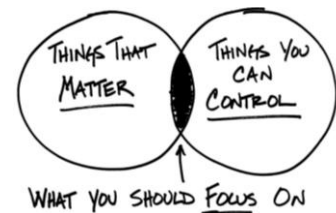
- Jo

## Change is the Only Constant

submitted by Robert Boykin

*"Change is the Only Constant in Life" (first said by Heraclitus, Greek philosopher)*

If we consider the intersection between **things that matter** and **things we can control**, this is really where we should focus, because **this is where we can make a difference.**



They say that change is the only constant. And we've certainly had a lot of change this year and are in the midst of another major change right now. With big changes, it's easy to get stressed, feel anxious, or even overwhelmed. And if you're like many, you have a tendency to worry about things outside of your control. This can really do a number on you, impacting your mood, your sleep, and your health.

The illustration above is by someone called the Sketch Guy and it was presented in relation to financial planning, but it appears to have a much wider application, and it could be helpful for you to improve your focus. When dealing with change, when we're feeling stressed or anxious, when we're worried about what's going to happen, we can ask ourselves:

- Is this something that matters?
- And is this something that I can control?

If it's not both of those things, acknowledge the uncertainty, but don't dwell on it. Instead, find the things that both matter and that you *can* control, and focus on those.

I believe it is safe to say that we all have a scope of work that we can control and which matters – we can do our work safely and compliantly, and we can do the right thing. We also control how we react to and interact with our family and friends, coworkers, our customers, and others. Let's make sure we're doing right by them as well by focusing on what matters and what we have in our control. That is where we can make a difference.

Be well and be safe.

– Robert

**DATE**

Wednesday,  
November 18, 2020

This is a virtual/online meeting. Meeting information and instruction for how to join the meeting will be provided 24 hours before the event.

**Time: 6:00 PM – 8:00 PM PST**  
(check registration site to be sure)

**Cost: Free for ASQ members and non-members**

To register for this online/virtual meeting, click [here](#).

**Attendance at this meeting earns 0.5 RUs toward ASQ recertification.**

Note: Be sure to use the same email address to join the virtual meeting as you use when registering in order to receive the RUs. You must register for the event and join virtually to receive RUs.

For more information about the San Gabriel ASQ Section, click [here](#).

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

**Providing a Single, Company-wide Software Structure to Improvement Planning, Training, Project Management and Reporting**



**Tom Dunn and Marty Abbott**  
**MyGemba and Incentives Management Group**

Organizations have always strived to improve the way they conduct their business, whether it is to cut costs, increase ROI, enable better, more effective training, or realize a better business process through lean implementation. This is especially relevant now, as many organizations have had to drastically change their business structure and strategy to accommodate new regulations. Finding ways to solve these new challenges along with old ones is crucial for organizations to function and survive.

At MyGemba, they created a platform in which an organization can train, track, and manage improvement projects all in one place. This was developed to help increase the quality of work, by enabling better leadership engagement, project alignment, and/or business impact. MyGemba also improves CI sustainability by offering better project tracking, deployment transparency, and client transformation. Being cloud-based, it enables process improvement services to be delivered in-person or virtually, allowing users to walk step-by-step through projects all while having access to information and tools to easily complete tasks. Since every organization is different and has different needs, the system is easily customizable to fit the CI needs of the organization.

Tom and Marty will share some of the ways MyGemba can be utilized by organizations to improve and enable better process improvement efforts.

*About the speakers: Tom Dunn is a Lean Six Sigma Master Black Belt and a technology guru who has spent 37 years implementing process improvements both as a senior management employee and as a consultant. Tom developed the MyGemba Improvement Management Software system approximately 20 years ago to help others effectively train, manage, and track process improvement projects so that 5S, KAIZEN, LEAN, Toyota Kota, Six Sigma, etc. are all managed in one place.*

*Marty Abbott has over 15 years of company experience and over 30 years' experience providing services to corporations. Most recently, he has been leading a premier services organization negotiating incentives for corporations to enhance capital investment ROI and improving skills development to achieve business goals as President and Founder of Incentives Management Group, Inc.*

**DATE:**

**Tuesday,  
December 8, 2020**

This is a virtual/online meeting. Meeting information and instruction for how to join the meeting will be provided 24 hours before the event.

**Time: 4:30 PM – 6:00 PM PST**  
(check event site to confirm)

**Cost: Free for ASQ members and non-members**

To register for this online/virtual meeting, click [here](#).

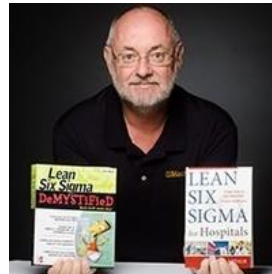
**Attendance at this meeting earns 0.5 RUs toward ASQ recertification.**

Note: Be sure to use the same email address to join the virtual meeting as you use when registering in order to receive the RUs. You must register for the event and join virtually to receive RUs.

For more information about the San Antonio ASQ Section #1404, click [here](#).

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

## Agile Approach to Lean Six Sigma



**Jay Arthur**

**Lean Six Sigma, Data Analysis, Excel and TQM Expert**

Faced with continuous, accelerating, disruptive change, businesses have had to find innovative ways to respond. Surprisingly, they found a faster, better, cheaper path in Information Technologies (IT) of all places. Yet Lean Six Sigma is anything but agile. Spending months training Black and Green Belts and then waiting months or years for results is no longer acceptable. This might have been possible in the last century, but it won't work for 21st century quality.

We need to adapt Agile to Lean Six Sigma. Unfortunately, the old trial-and-error, gut-feel approaches to improving performance are too slow and error-prone to deliver anything close to perfection. The only hope any business has is to adopt the methods and tools of Lean Six Sigma to simplify, streamline and optimize performance. Lean Six Sigma can be fast, affordable and flawless, maximizing results while minimizing costs.

In this presentation, Jay will focus on tools needed to achieve results.

Companies don't need more Green Belts or Black Belts. They need more Money Belts—people who can quickly find ways to save time and money to boost productivity and profitability. Lean Six Sigma needs to pivot to a new way of achieving desired results. Integrating Agile into Lean Six Sigma is an easy way to do it. What is Agile? A method that is characterized by the division of tasks into short phrases of work and frequent reassessment and adaptation of plans. Agile focuses on speed and adaptability, not rigid adherence to archaic methods.

Is it possible to accelerate the adoption and use of Lean Six Sigma by hacking how it's implemented? Absolutely.

*About the speaker:* Jay Arthur was trained in the Deming Award Winning Florida Power and Light improvement process in 1990. He has worked as both a quality and process manager within a Fortune 50 company and on his own as a Six Sigma resultant. Jay is the author of numerous books, including *Lean Six Sigma Demystified*, *Lean Six Sigma for Hospitals*, *Agile Process Innovation: Hacking Lean Six Sigma to Maximize Results*, and *QI Macros Lean Six Sigma Software for Excel—a software package that automates all of the charts, graphs, and documents required for quality improvement*.

## 2021 SECTION LEADERSHIP TEAM

by Jo Haberstok

Please join me in welcoming our 2021 Columbia Basin ASQ leadership team members. I sincerely appreciate their willingness to step up to help carry on our section's activities in the coming year.

Chair: Trent Hartman

Secretary: Denise Clements

Treasurer: Lyn Griswold

Membership: Robin Dowsett

Audit: Denise Fast

Nominations: Emily Wilson

We will begin transitioning responsibilities to the new team soon. As we continue operations during the COVID-19 pandemic, it may be a while before we will be able to meet and network again in person. But there are always opportunities for members to get more involved in section activities, including recruiting and retaining members, planning meetings (via WebEx or Zoom), and more. Please contact me or another leadership team member if you are interested in volunteering to help with a section team.

## FREE ASQ MEMBER GIFTS – MANAGING QUALITY IN 2021

Quality managers face increased challenges every year, and 2020 has definitely not been an exception. Disruptive technologies, increasing complexity, and pandemics are just a few of the obstacles now faced when trying to manage quality teams and systems.

Included in this month's free gifts for ASQ members are:

- **Free E-Books and Samplers** including the *CMQ/OE Handbook*, *Senior Management: How to Leverage Quality for Profit*, *Cracking the Case of ISO 9001:2015*, and *Integrated Management Systems*
- **New Expert Webcasts** covering how to transform *quality* from a cost center to a profit center, implementing and managing a hospital-based QMS, and developing the ROI of your eQMS solution
- **New Webinars and ASQTV Videos** including a lecture series sponsored by the ASQ Quality Management Division on managing for quality, addressing topics such as decision making, integration, metrics, finance, and culture
- **Downloadable Articles and Bonus Resources** covering a range of fundamental and advanced methods in quality management

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

## ASQ CERTIFICATION EXAMS CONTINUE DURING PANDEMIC

by Patrick Faulk, Section Certification Chair

If you have been thinking about applying for an ASQ Certification, but have hesitated because of the pandemic, ASQ and Prometric Testing Centers have you covered! Because of the extended closure of most of their testing centers, Prometric now offers ProProctor, an online proctored testing option. This is very similar to taking the exam at a computer testing center, except that you take the exam from home (or work) while being proctored remotely via your microphone and webcam.

This testing option is officially available only through December 31 - but it will likely be extended as long as the nearby Prometric exam centers remain closed. This can only be done by appointment, and time slots are in high demand. Also, due to potential quarantine restrictions affecting the ability to renew IDs, Prometric is temporarily accepting expired government IDs, but only if they expired *after* February 1, 2020. For details about the online exam process click [here](#).

Applications are now being accepted for exams scheduled for January 1-31, 2021. The application deadline is December 4 for the following certifications:

- CQT (Quality Technician)
- CQI (Quality Inspector)
- CRE (Reliability Engineer)
- CFSQA (Food Safety and Quality Auditor)
- CMDA (Medical Device Auditor)
- CMQ/OE (Manager of Quality/Organizational Excellence)
- CSSBB (Six Sigma Black Belt)
- CSSYB (Six Sigma Yellow Belt)
- CSQP (Supplier Quality Professional)

The next set of exams will take place February 1-28, 2021. The application deadline for the following exams is January 4, 2021:

- CQA (Quality Auditor)
- 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)

The recertification process is unchanged. Be sure to keep your online Recertification Journal updated as you complete qualifying activities that earn Recertification Units (RUs). Remember that while you have a 6 month "grace period" following your recertification date to submit your Journal, you can only claim RUs that were earned during your three-year certification period.

You can apply for examinations online [here](#). Questions about the certification/recertification process can be directed to [me](#).





## HOW ARE YOU CELEBRATING?

Share your valuable contributions to quality with your colleagues and professional networks! Visit [asq.org/WQM](http://asq.org/WQM) for celebration activity ideas and download World Quality Month materials so you can print, display, or post on social media.

There is a Celebration Guide, with suggestions for things to do to celebrate and share quality with others. Banners and posters are also available as well as desk and mobile wallpapers and even Zoom backgrounds.

## LEAD POSITIVE CONFERENCE

### November 18

Join best-selling author Jon Gordon, Coach P.J. Fleck, Kevin Carroll, Erwin McManus, Nicole Jackson, Rennie Curran, Damon West, Thomas R. Williams and other top leaders on November 18 from 8 am to 1 pm PST for the Lead Positive Conference.

This is a FREE conference, sharing proven principles and strategies to overcome challenges and change, transform negativity, build stronger teams, and create results and lasting success.

- Jon Gordon will kick-off the conference with a special message.
- Each conference speakers will present on a specific topic to help you lead yourself and others, and multiply your impact and leadership capabilities.
- Most speaker sessions will be approximately 10-20 minutes long.
- There will be the ability to interact LIVE throughout the entire conference.

There is no charge for the core conference. There is also a VIP option (\$49) for those interested in taking the learning further, including chatting with the speakers and a live Q&A with Jon Gordon, as well as 60 days of archive replay access. Click [here](#) for more information and to register.

## QUOTE OF THE MONTH

*“Good timber does not grow with ease:  
The stronger wind, the stronger trees;  
The further sky, the greater length;  
The more the storm, the more the strength.  
By sun and cold, by rain and snow,  
In trees and men good timbers grow.”*

- Douglas Malloch

## AN ONLINE GIFT SHOPPING EXTRAVAGANZA AND FUNDRAISING EVENT

### Bidding open November 12-19

The mission of SIGN Fracture Care International (SIGN), based in Richland, is to give the injured poor access to fracture surgery by donating orthopaedic education and implant systems to surgeons in developing countries. SIGN developed an innovative implant system for treating patients in low-resource hospitals. This system can be used without expensive x-ray imaging or electricity.

Get started on your holiday shopping and help provide healing surgery for people in developing countries. Check out this fun Silent Auction fundraiser event, where you can find great items from the many businesses and wineries and around the Tri-Cities.

There is no cost to participate. Register by clicking [here](#), and start bidding! If you want, you can also just make a donation to SIGN by clicking [here](#).

## COLUMBIA INDUSTRIES EVENING OF MIRACLES

### Virtual Fundraiser November 18

Columbia Industries (CI) is a nonprofit organization in the Tri-Cities, dedicated to supporting and empowering individuals with disabilities and other barriers, in order to help them achieve personal success and community engagement.

They offer several areas of services, with staff members working with people with disabilities to provide vocational training and community job placement. CI Solutions is an assembly center where clients are employed and work on assembly projects such as railroad lanterns and welding hoods. Opportunity Kitchen is a 12-week culinary training program. Other opportunities include the CI Community Center, where members enjoy social interaction through classes, games, activities and field trips.

The Evening of Miracles fundraising event will run from 6:00 pm to 7:30 pm PST on November 18. Everyone is invited to register for a free [individual ticket](#), which allows participation in the livestream, silent and live auctions, and more! (You will be prompted via email to create an account with their event software to complete the registration process.)

VIP tickets (\$50), VIP couples tickets (\$80) and Sponsorship packages (various prices) may also be purchased. Click [here](#) for more information.

## BUILDING INCLUSION AND DIVERSITY STRATEGIES INTO YOUR SMALL BUSINESS

Free Webinar – November 19

This year has been one of unprecedented change, civil unrest and social upheaval. Organizations, even small businesses, have a responsibility to address the issues of this time.

Join this interactive live session offered by SCORE on November 19 at 1:00 pm PST, which will be presented by cultural intelligence and intercultural communications expert Stephanie Felix. She will share best practices for small business owners to:

- Effectively create inclusivity in your business and products
- Leverage the power of diversity to better meet the needs of your employees and customers
- Learn strategies for incorporating inclusion and diversity into your entrepreneurial endeavors

Click [here](#) to register for the webinar.

## 2020 WESTERN CANADA QUALITY & BUSINESS EXCELLENCE CONFERENCE

Virtual Event November 22-23

ASQ Vancouver (Canada) is hosting the Western Canada Conference, in cooperation with ASQ Calgary, ASQ Edmonton, ASQ Saskatchewan and ASQ Manitoba.

This two-day virtual event (via Zoom) features speakers covering a myriad of topics including Lean, Six Sigma, business process improvement, personal excellence, responding to the current crisis, and many other topics. Some of the featured speakers are Barbara Khozam, Zahid Mubarik, Rachael Radford, Tony Belilovski, Sir John Daniel, and Jayet Moon.

There is no charge for ASQ members to participate in the conference. It is also open to non-ASQ members (small fee).

For more information about the conference, click [here](#). To register, click [here](#).

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.

## VIRTUAL FACTORY TOUR OF AM EQUIPMENT

December 1 from 12:00 pm – 1:00 pm PST

AM Equipment, located in Jefferson, Oregon, designs and manufactures DC linear and rotary actuators for applications such as windshield wiper systems, automated stair steps, lifts, and door openers. They are a world-wide supplier for diverse industries: everything from mass-transit to robotics. AM Equipment is family-owned since 1953 and ISO 9001:2015 certified since 2002.

The Portland ASQ Section #0607 is offering a free Virtual Tour of AM Equipment on December 1. (This was rescheduled from an earlier date.) AM President Sidney Chase will share information about the importance of their quality system and will provide a tour of their motor manufacturing line, wiper assembly and test laboratory.

To register for this event, email your reservation to Shawn Armstrong at [sarmstrong@divisions.asq.org](mailto:sarmstrong@divisions.asq.org). A link will be sent out approximately 24 hours prior to the tour time. For more information about the Portland ASQ Section, click [here](#).

Note: 0.5 RU toward recertification may be earned for attendance at this event.

## WOMEN IN QUALITY SYMPOSIUM

December 9 – Virtual Event

Women account for nearly half of the U.S. labor force and hold approximately 50 percent of all management and professional-level jobs. However, American women lag substantially behind men in leadership positions, filling only 6% of the CEO roles at S&P 500 companies. Over the past five years, however, the number of women in corporate senior leadership has grown, and the watershed congressional election of 2018 saw a record 117 women voted into public office. The conversation around redefining professional success and changing how corporations choose leaders is getting louder, with more women adding their voices to the discussion.

ASQ's inaugural Women in Quality Symposium provides a unique avenue for women to establish meaningful connections, identify professional and personal development strategies, and be recognized for their unique capabilities to lead in a convenient, connected virtual space. A diverse symposium agenda allows attendees to tap into thought leaders, other quality colleagues, and their own experiences to nurture and enhance career growth and build a framework for a future with more women at the helm.

The conference includes a thought-provoking keynote from Alison Levine, the first American women's Everest expedition team captain, as well as interactive panel discussions among leading women in quality roles, and guided peer-to-peer discussions on topics such as work-life integration, negotiation strategies, and leadership qualities.

For more information and to register, click [here](#).

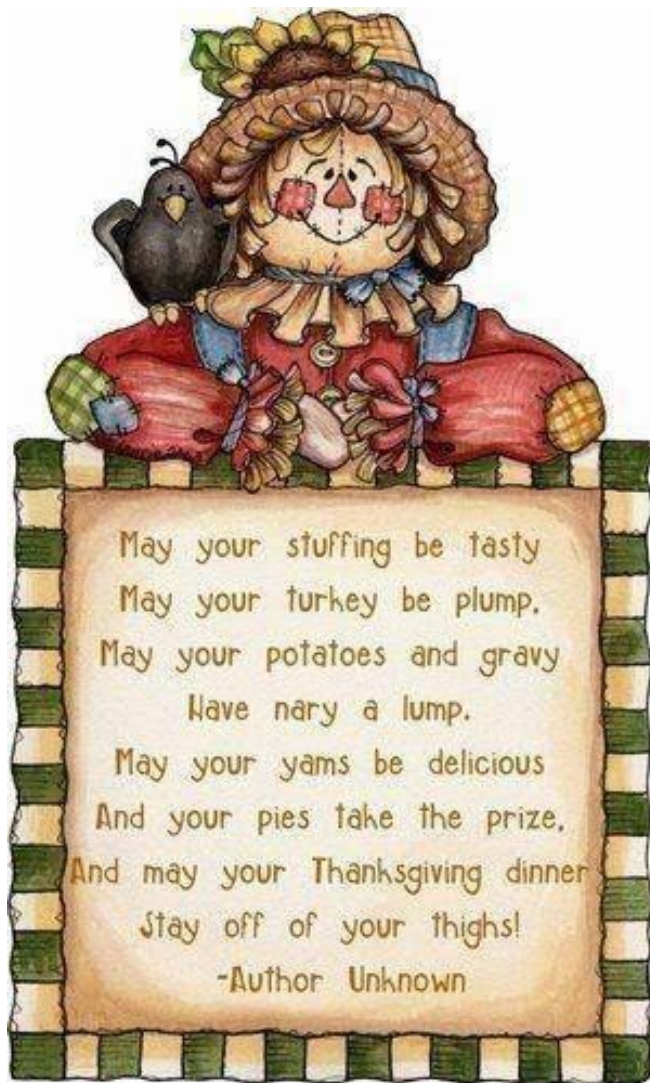
## PERFORMANCE IMPROVEMENT DURING A TIME OF SURVIVAL

### December 9 Virtual Meeting – 4:00pm – 5:00 pm PST

The COVID-19 pandemic has hit many businesses hard, but few harder than healthcare where organizations are struggling to meet budgets while caring for COVID and other patients.

The St. Louis ASQ section's December 9 meeting will feature Sue Peiffer, a Six Sigma Black Belt with over 30 years of hospital experience leading a variety of areas including clinical laboratory, infection control, radiation oncology, palliative care and performance improvement. She will share tips on promoting improvement during a crisis. Participants will be encouraged to share their ideas as well.

To register for this meeting, click [here](#).



## COLUMBIA BASIN ASQ MEMBERSHIP

There are 77 members in Columbia Basin ASQ as of November 6, 2020.

2020 COLUMBIA BASIN ASQ LEADERSHIP TEAM January 1 - December 31, 2020	
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

2021 COLUMBIA BASIN ASQ LEADERSHIP TEAM January 1 - December 31, 2021	
Section Chair	Trent Hartman
Secretary	Denise Clements
Treasurer	Lyn Griswold
Membership Chair	Robin Dowsett
Audit Chair	Denise Fast
Nominating Chair	Emily Wilson
Webmaster	Steve Prevette
Newsletter Editor (acting)	Robert Boykin
Publicity Chair (acting)	Jo Haberstok
Programs Chair	Vacant
Voice of the Customer Chair	Vacant
Education Chair	Vacant
Community Outreach Chair	Vacant
Social Media 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.