

CHAIR'S CORNER – A New Year is Comin'

by Jo Haberstk

2020 has certainly been an interesting year. Who would have thought back in January, as we were holding our first dinner meeting of the year, that we would hold only one more meeting before the pandemic changed everyone's plans?!



So, what has this year taught *you*? Among other things, I've learned that I'm more flexible and more open to other options and ideas. I have a greater appreciation of family and friends and of time spent with them, whether in person or on the phone, or in one of those sometimes kind of crazy Zoom meetings. I've also tried to be a better listener and communicator (especially important when not talking face-to-face).

I've also been promoting kindness. There are so many ways to be kind and to help others. Who doesn't appreciate a sincere compliment or knowing that someone cares? As you contemplate the coming year, here are a few "kind" ideas to consider:

- Ask someone how they are doing (and really listen to their answer)
- Pay it forward next time you are in the espresso or fast-food drive-through lane
- Let someone go ahead of you in the checkout line at the store
- Help a neighbor (winter is coming and others may need help with shoveling snow or picking up an item from the store)

This will be my last newsletter article as Section Chair. It's a bittersweet moment. It seems like I've been writing an article every month for so many years (because I have!), and it will feel a little strange to not be writing one again in January.

I have very much enjoyed my time as Chair, and I have especially enjoyed meeting and working with our section members over the years.

I want to thank our outgoing leadership team members for their support and service this year. And I especially want to welcome the incoming 2021 leadership team. I am excited to see members who have not previously served in these roles stepping up and taking on the challenge. I know the section is in good hands.

Happy Holidays!

- Jo

Stay of Sound Mind During the Holidays

submitted by Robert Boykin

Do the holidays stress you out? You are not alone. It is a hectic time of year for many people, maybe even most people.

The holidays add a layer of activities and responsibilities, both real and imagined that take up time, money and emotional energy. Even if we enjoy many aspects of the season, there may well be moments when we wish we could rewind the calendar to somewhere in the middle of August.

We cannot reverse the calendar, but we can remind ourselves of some strategies for maintaining our sanity during what can be a tense time of year.

Recognize that the people in your life are who they are. Find constructive ways to minimize any negative impacts on your life. Put your energy and time into those whose presence makes you happy.

Give yourself permission to let some things go. Let yourself entertain the idea of letting go of things, or at least reducing them in some way. Many of us make our own stress by buying into the "have tos."

Take care of yourself. We should do this all the time but it's especially important to get enough sleep, to eat right, and to get some exercise every day when stressed. Time invested in yourself each day will more than pay off in your general sense of well-being throughout the season.

Reach out. Connect with friends and plan some activities (virtually) that celebrate the season - even if it's just via Facetime enjoying a peppermint stick in a cup of hot chocolate.

Do random acts of kindness. Get into the season of giving. Let someone else have that parking space near the store. Compliment the store clerk. Doing good could make you feel good - or at least a little better.

Be grateful. Being grateful can keep us in touch with the positive aspects of life. We can be grateful for having enough food to eat or for getting a phone call from a family member or friend, or for the neighbor whose holiday lights make us smile.

The holiday season may be busy, but it does not have to drive us insane. We have the ability to bring down the stress and bring up the joy. After all, the best gift we can give to ourselves and those around us is our own peace of mind.

Be well and be safe.

- Robert

December 17, 2020 Virtual Meeting

DATE

Wednesday,
December 17, 2020

Toying Around with Six Sigma: What's in the Toy Box?

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

Time: 5:00 PM – 7:00 PM PST

This meeting includes networking with virtual breakout rooms prior to the presentation

Cost: Free for ASQ members and non-members

For more information and 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 Phoenix ASQ Section #0704, click [here](#).

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



Rachael Shagott
Principal Consultant, Best Practice Quality

Would you like to learn how Six Sigma is applied in the Toy and Juvenile Products industry to build safe quality toys in overseas factories?

This presentation will introduce six sigma basic concepts and demonstrate how six sigma tools are used and modified to fit within a unique industry. Primarily set in Asia, where there are different cultural and language barriers, products are often only launched and manufactured for one season.

Tools introduced are 5s, Pareto Analysis, Fishbone Diagrams, Cpk, DOE, and Weibull Analysis.

This presentation is designed for entry level quality practitioners and others looking for a refresher.

About the Speaker: Rachael Shagott has worked within the world of Quality for over 35 years. In the past 20+ years she has dedicated her work to ensuring consumer goods primarily within the Toy & Juvenile Products industry are designed and manufactured to meet rigorous product safety and quality requirements. She has worked at Fisher-Price, Tomy, and Munchkin prior to launching her own consulting business Best Practice Quality LLC. She also previously worked in aerospace for Moog, Inc and automotive for Trico Products. Throughout her career, Rachael has travelled extensively working with Quality colleagues in 15 countries including living in Ireland while she installed and implemented ISO9001.

Rachael holds a BS in Industrial Technology from Buffalo State College and an MBA from Canisius College. Additionally, she holds six ASQ certifications – CBA, CQA, CQE, CQMOE, CRE, CSSGB. Rachael is actively involved in ASQ. She was previously the ASQ CRE Exam Chair and currently is the ASQ Phoenix Section Student Branch Liaison.

DECEMBER ASQ MEMBER GIFTS – 2020 YEAR-END RECAP

It is time for the annual recap gift bundle! This is a popular bonus for members, giving you an extra month of access to ALL of the best resources from the 2020 monthly gift bundles. Included are:

- More than 30 free e-books
- Over 20 expert webcasts
- Dozens of templates
- Hundreds of additional resources on nearly a dozen quality topics
- And much more...

Be sure to save these resources for quick and easy reference in the future. To access your free gifts, click [here](#) before December 31.

SUMMARY OF KEY 2020 COLUMBIA BASIN ASQ SECTION 0614 ACTIVITIES

by Jo Haberstock

Our Columbia Basin Section has just about completed another successful year. And our 2021 section leadership team is in place and looking forward to serving in the coming year.

So... what did our section actually do in 2020? Here are some of the highlights:

- Two in-person dinner meetings were held - with awesome speakers – before COVID-19 shut things down
- Invite a Guest Program introduced ASQ to potential new members
- Assessed performance via requests for feedback at meetings and other events - average overall rating for dinner meetings for the year (two meetings) was 4.6 (on a 5-point scale)
- Shared information about several other ASQ sections' virtual meetings and encouraged everyone to participate
- Communicated with members via monthly newsletters, website and myASQ Community
- Supported several local charitable organizations, with monetary donations, in lieu of in-person volunteering or donating gift baskets for fundraisers
- All actions on FY 2020 Business Plan completed – met or exceeded all set goals for achievable items
- Business and Budget Plans for FY 2021 prepared and submitted to ASQ HQ ahead of schedule

Although it was definitely different, it was still a very good year. Thank you all for your continued support and participation!

CERTIFICATION NEWS

by Patrick Faulk, Certification Chair

This year has required a lot of changes in the way we do things. Whether it's working from home, online schooling for our kids, social distancing and mask-wearing, or shopping online, it's a different world we live in. These changes have also impacted ASQ's professional certification program. Earlier this year Prometric, ASQ's partner for certification testing, announced options for "remote proctoring" – online testing from home while video monitored by a live proctor, in lieu of in-person testing at a test center (many of which have remained closed).

The pandemic has also significantly impacted professional training and development programs. ASQ's World Conference on Quality & Improvement (WCQI) was entirely virtual this year. Group classes and seminars have been replaced with webinars and other online formats. If you have an ASQ certification, you still need to recertify every three years. In order to accumulate the required Recertification Units (RUs), members are turning to online and multimedia training opportunities.

I recently saw an interesting [discussion on myASQ](#) about which multimedia or online training qualifies for RUs (you may need to log in to your myASQ account to view the conversation). If you haven't familiarized yourself with myASQ yet, this is a great time to do so. There is a wealth of information available online about a full range of topics, including Certification and Recertification.

If you're looking to earn a new Certification, the following exams are being offered in March of 2021. Applications must be received by February 1. Please note that the Prometric "remote proctoring" option has been extended into 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)

If you have any questions about recertifying, or earning a new certification, please contact [me](#).

QUOTE OF THE MONTH

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

~ Mahatma Gandhi

SIGN UP AND ENGAGE WITH myASQ

by Jo Haberstok

Have you signed up for myASQ yet?

I've noticed that not many of our section members have taken the few minutes needed to sign up for our section's [myASQ Community](#). We often post information about upcoming events there on a regular basis, and there is also a discussion area, where you can share with other members about what you would like to see offered at future section meetings/events, etc. If you haven't done so yet, please take a look.

The myASQ platform offers members accessible, timely and relevant solutions, meaningful networking, and interaction with like-minded quality professionals. It is a centralized, online source designed to support members in learning and using quality tools. You can access information from the many ASQ divisions/forums as well.

If you have an ASQ.org account, you automatically have access to my.asq.org through the same log-in; on your first visit to my.asq.org, you will need to log in to be recognized.

One of the key benefits of the entire 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 all the ASQ sections and divisions, ASQ news, and discussions on a number of quality-related topics.

If you haven't already done so, please sign up and check out our Columbia Basin myASQ Community soon.

ONLINE CERTIFIED QUALITY MANAGER (CMQ/OE) EXAM PREP COURSE

January 14 through February 25, 2021

The ASQ Minnesota Section 1203 is offering an online exam preparation course for those interested in pursuing ASQ certification as a Quality Manager (CMQ/OE).

There will be six or seven sessions, on Thursday evenings, from 4 to 7 pm PST. Classes start January 14. This will be a virtual webinar class, covering the exam body of knowledge, management & leadership, quality systems, product process design, product and process control tools, testing & measurement, control & management tools, improvement techniques, basic statistics, statistical applications, advanced statistics and design of experiments.

Research has shown that the failure rate for certification exams can be as high as 50% without a prior preparation course. This course will be taught by two experienced and well-certified instructors, Meena Chettiar and Mark Swanson.

Cost for the course is \$760 for ASQ members, or \$860 for non-members. Students must purchase the primer and solution text from the [Quality Council of Indiana](#). (approximate cost \$115) Students are strongly encouraged to purchase and review the texts prior to the first class session, as well as the [CMQOE Body of Knowledge](#) on the ASQ website. The electronic exam CD, while helpful, is not required.

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

ASQ PACIFIC REGION CONFERENCE RECORDINGS AVAILABLE NOW

Did you participate in the Pacific Region Conference in November?

There were some great speakers and presentations. The conference recordings are now available [online](#). There is no charge for ASQ members to access them.

DATA-MINDED DECISION-MAKING

Free Video Presented by Steve Prevetie

Check out this [link](#) for an excellent video on Data-Minded Decision-Making. It is presented by Steve Prevetie, a Senior Quality Engineer with Fluor Government Group and an ASQ Fellow. (Steve is also our section's Webmaster.)

The first video provides an overview of how to apply tools to predict future performance based on past data and plans. The second (part 2) is a Q&A session.

HOW TO CREATE POSITIVE TEAM AND ORGANIZATIONAL HIERARCHIES

Free online presentation by Lindy Greer

Lindy Greer is the Associate Professor of Management and Organizations at Michigan Ross, and Faculty Director of the Sanger Leadership Center. Her research focuses on how to lead effective organizational teams with specific interests in leadership skills in conflict management, diversity and inclusion, vision crafting, and the communication of emotions.

Hierarchy is the most ubiquitous way in which human beings organize social interactions. However, hierarchy comes with substantial downsides in terms of inequities and conflicts. As a result, organizations have explored flatter modes of organizing, such as holacracy, with mixed results.

In this presentation, Lindy explores the possibility that hierarchy may still be the most effective form of organization but needs to be used wisely. She discusses data-driven strategies which can allow hierarchy to be a useful and positive organizational tool, including helping leaders learn how to 'flex' the hierarchy for bursts of flatness, to humanize the hierarchy through sharing emotions at work, and to reduce competitions around hierarchy by creating areas of individual ownership and autonomy.

Click [here](#) to access the talk. For more about holacracy, click [here](#).

TAKE A BREAK

(excerpted from the Centers for Disease Control and Prevention website)

Taking five-minute breaks - whether you sit at a desk, do heavy construction work, or anything in between - can have several benefits.

Here are some examples of simple activities you can do in five minutes or less:

- Take several short breaks throughout the day (about every hour); make sure they include some movement
- Stand up and stretch or walk in place at your desk without looking at your computer monitor
- Get out of your chair whenever you take phone calls at your desk
- Change positions at your workstation
- Have a drink of water or a light snack

Whether working in the office, teleworking, or even if you aren't currently working outside the home, if you are spending time at the computer, be sure to take regular breaks. Just for the health of it.

HOPE FOR THE HOLIDAYS – DONATIONS ACCEPTED THROUGH DECEMBER 21

Give hope and give a hand to community survivors of domestic violence

WindSong Memory Care in Kennewick is collaborating with Tri-Cities Home Health Care to collect donated items at drop boxes throughout the Tri-Cities area until December 21. Residents of Windsong will use the donated items to create gift baskets and then will deliver them to families prior to Christmas.

The following new Items are needed:

Personal Hygiene: deodorant, lotion, shampoo, conditioner, hair brushes, combs, toilet paper, flushable wipes, laundry detergent, paper towels

Kitchen Supplies: glasses, coffee mugs, plates, bowls, silverware, pots, pans, food storage bags, foil, garbage bags, dish soap

Clothing (women and children): socks, underwear, pajamas, sweatpants, diapers, baby supplies, coats, gloves, winter clothing

Blankets: comforters, quilts, other bedding

Food: non-perishable items of all kinds

Children's Support Group Items: colorful paper, washable paint and markers, glue sticks, craft foam, googly eyes, scrapbook supplies, stickers, jewels, beads, cording, ribbon, school supplies

Items may be dropped off at Windsong, 4000 W. 24th Avenue, in Kennewick. It's probably best to call first (509-202-4327) to be sure they are open and accepting items. For more information about Windsong, click [here](#).

WHY BEING KIND BOOSTS THE BOTTOM LINE

by Scott Crabtree

Being kind is a triple win: it boosts the mood of both the giver and the receiver, and it inspires more kindness to spread through our social networks. *But that's not all...*

Are you tapping the benefits of being kind?

Kindness. Why should you be kind to colleagues? Because it boosts your happiness, relationships, and success. Science has validated the old saying, "Tis better to give than to receive."

It really is, according to science. A study done by Sonja Lyubomirsky and colleagues found that those randomly assigned to *give* a gift to a colleague experienced a bigger mood boost than those randomly assigned to *receive* a gift from a colleague.

Give others (and yourself) a lift

But kindness, of course, doesn't have to be gifts. It could be a cup of coffee. Could be just a smile. Or some time and some attention with somebody who's in a down mood and needs a bit of help.

You decide how (and when) you can bring kindness. When you are kind to others, their mood goes up, and your mood goes up. Your relationships improve.

All of that helps you boost your mood. And that boosted mood helps boost your brain so that you can bring prime brain real estate online—and boost the bottom line, too.

As the Founder and Chief Happiness Officer at Happy Brain Science, Scott Crabtree empowers individuals and organizations to apply findings from cutting-edge neuroscience and psychology to boost productivity and happiness at work. For more tips from Scott, [subscribe](#) to the Happy Brain Science YouTube channel.



THE KINDNESS HABIT: 5 STEPS TO MAXIMIZE YOUR HAPPINESS AND IMPACT

Book by Allison Clarke

Kindness isn't always modeled in society, yet when this dynamic sense of graciousness occurs, it's admired, appreciated, and it can spark a chain of kindness that goes on forever.

Good deeds can be effortless, quick, and free, so why don't we do them all the time? The obstacles are clear - we're distracted by technology, overwhelmed with to-do lists, and we're also ignoring our need for self-care.

The Kindness Habit offers a five-step system to gain control over your attitude and well-being. Once you've given kindness to yourself, you'll be ready to spot opportunities for paying it forward and being generous with others.

In this book, you'll find over 100 ideas to spread kindness at work, home, and in the community. These daily acts come with one warning - when you become a conduit of constant kindness, it may be the most profound change you'll ever make. Kindness can help reduce stress, anger, loneliness, turnover, apathy, and depression. Kindness can improve attitude, productivity, creativity, relationships, and the bottom line.

One look, one smile, one compliment, one gesture -- you hold the power. Doesn't sound too difficult, does it? Maximize your happiness and impact as a human, and make a difference in someone's life every single day.

Click [here](#) for more information and to preview the book.

ESSENTIAL WAYS TO OVERCOME FEAR, STRESS AND ANXIETY

December 20 - Free LIVE Webinar with Jon Gordon

The holidays may be a time of struggle for many individuals. This year has been particularly stressful in general, for adults, teens, families and work teams. Jon Gordon is hosting this live webinar on Sunday, December 20, at 4 pm PST. He will share tips from his best-selling book *The Garden*.

To sign up, 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.

FROM COMPLIANCE TO COMMITMENT

Free HRDQ-U Webinar – December 16 11am – 12pm PST

Have you ever had a coaching discussion, and at the conclusion, thought the employee would change his or her behavior only to discover later that they reverted to their old ways? If so, you're not alone. It happens all the time. Often, the reason is that you only got the employee to comply temporarily and didn't get a firm commitment from them to improve their performance permanently. Gaining employee commitment to change is key to having a successful coaching discussion.

In this webinar, sponsored by HRDQ-U and presented by Ken Phillips, you will learn how to achieve commitment by focusing on three crucial coaching steps:

- Getting the employee's agreement that a performance issue exists and not glossing over or avoiding this part of the coaching discussion
- Helping the employee to identify and evaluate multiple solutions to improve a performance situation and not merely stopping with one
- Allowing the employee to select the solution they think is "best" and not choosing the solution for the employee.

You also will learn how these three "traps" can undermine your coaching efforts, why they occur, and how they can be avoided so that employees are fully committed to improving their performance. To register for this webinar, click [here](#).

SUPERCHARGING LEADERSHIP DEVELOPMENT: TEN POWERFUL STRATEGIES FOR AMPING UP YOUR LEADERSHIP PROGRAM

Free HRDQ-U Webinar – December 30 11am – 12pm PST

According to a recent study, 86% of companies are worried about their leadership pipeline. Despite this, not enough organizations invest in leadership development, and those who do often waste money or use tired approaches with limited impact.

During this webinar, leadership expert and bestselling author Bill Treasurer will share road-tested approaches to ensuring high returns on your leadership development investments. Participants will learn:

- Contemporary approaches for developing leaders
- How to get clear on common development approaches that don't work
- Novel, effective, and inexpensive ways to develop leaders
- To gain insights from a guy whose been developing leaders for over two decades

To register, click [here](#).

COLUMBIA BASIN ASQ MEMBERSHIP

There are 74 members in Columbia Basin ASQ as of December 1, 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 Pevette
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 Pevette
Newsletter Editor (acting)	Robert Boykin
Publicity Chair (acting)	Jo Haberstok
Programs Chair	Vacant
Voice of the Customer Chair	Vacant
Education 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.

