

CHAIR'S CORNER – Planning for Future Events

by Trent Hartman

Happy Summer! I hope everyone had an excellent 4th of July holiday. The heat partially subsided and allowed for some select outdoor activities, which was nice. Our family utilized some of the fantastic and well-shaded parks located along the Columbia River in Richland. We are extremely fortunate here in the Tri-Cities with so many great options for getting out.

Last month, ASQ announced that sections may resume in-person meetings and events. This is wonderful news! The section leadership team will soon begin discussing opportunities for face-to-face meetings. It has been a very long time since we held our last in-person event (March 2020), and we hope to offer some options for everyone to reconnect in the coming months.

I'm very interested in hearing from all of our members regarding interest in future events and activities including presentations, facility tours, networking events, or possibly something completely different! We are currently brainstorming ideas for some new formats to increase member engagement and would welcome any ideas that you have to offer. Please [email me](#) with your ideas or other feedback.

Also, please let me know if you are interested in serving on the section leadership team in 2022. I understand that we all probably have many work and personal activities and commitments. But I also believe that most of our members are really interested in quality and want to see our section continue and grow - to be able to offer and participate in educational programs, to visit and learn from local industries, and to get together and network with others.

The section positions that must be filled for 2022 are Chair, Secretary, Treasurer, Membership, Audit and Nominations. None of these roles requires a huge commitment of time, usually no more than a few hours each month, depending on the activities going on. Just a few hours can have a big impact and make a big difference!

For more information about the positions and/or if you would like to be part of the leadership team in 2022, please contact [me](#) by **August 15**.

Have a safe and amazing summer 😊

Best Regards!

Trent

Let's Travel Ethically and Safely

submitted by Robert Boykin



I believe it is safe to say that most everyone reading this article has flown on a commercial airplane.

So, let's assume you are planning to fly off to someplace wonderful.

There are ethical and safety measures that can be taken to support a positive travel experience. These include:

- **Pack efficiently** to make the weight limit – how many of you have had several days' worth of unworn clothing when returning home from a trip (don't want to tell on yourself, eh)?
- **Dress appropriately** and consider not wearing flip-flops or sandals. Dress as if an emergency might happen and you must be able to quickly flee to safety.
- **Arrive at the airport ahead of schedule** – avoid being one who boards late and has to travel the entire length of the cabin searching for overhead bin space.
- **Be courteous** to ticket agents, security screeners, the flight crew, and to fellow passengers. Be so simply because it is nice to be nice.
- **Stay focused** on your surroundings and be observant. Although the airport is a secure facility, the unusual can happen. So, always be observant. Be observant in all ways.

And when returning home, repeat the ethical and safety measures.

Travel well and be safe out there.

– Robert

DATE

Wednesday, July 21, 2021

This is a virtual/online meeting. Log-in information will be provided on the registration confirmation email.

Time:

6:00pm – 7:30 PM PDT
(check website to confirm time)

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 0702, click [here](#).

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

Why Lean Transformations Fail and What to do About it



Mark C. DeLuzio

**Founder and Chief Executive Officer
Lean Horizons Consulting, LLC**

With 30 years of driving Lean transformations under his belt - both in-house at Danaher and as the founder of Lean Horizons - Mark has a vantage point across a variety of industries that most of us don't have. He often hears about the many challenges Lean leaders face now that they've been implementing Lean for a decade or more. They are concerned that they are not getting the results they used to, and they don't know why that is.

Most leaders believe their problems are unique to their own organization or company, but Mark sees more commonalities than differences. His book, *Flatlined: Why Lean Transformations Fail and What to Do About It*, draws on his experience as the original pioneer of the most successful Lean business system next to Toyota, as well as his progress over the past 18 years in helping numerous companies replicate what Danaher achieved.

To make rapid shifts, you need an actionable approach, not just theory. The presentation will include some ideas for action (from Mark's book) and will also cover lessons learned from his association with hundreds of Lean transformations on a global basis.

About the speaker: Mark DeLuzio is Founder and Chief Executive Officer of Lean Horizons Consulting, LLC. He is a former Corporate Officer and Vice President of Danaher Business System (DBS) for Danaher Corporation (NYSE: DHR), where he was the principal architect of DBS, deploying it on a global basis. Mark holds two undergraduate degrees in business (Marketing and Accounting) from Central Connecticut State University, and an MBA in Operations Management from the University of Hartford. He also holds a Certificate in Production and Inventory Management (CPIM) and is a Certified Management Accountant (CMA).

In 2007, Mark was inducted as a Life Member of the Shingo Prize Academy (Lean Hall of Fame) for his lifetime contribution to "Excellence in Manufacturing." He has appeared on numerous podcasts for his business experience and lessons in overcoming life's setbacks. In addition to numerous white papers and magazine articles, Mark is the author of "Turn Waste into Wealth," which offers practical advice for those considering a Lean transformation. .

OFFICIAL CALL FOR 2022 COLUMBIA BASIN ASQ OFFICER NOMINATIONS BY SEPTEMBER 1

This serves as the official call for nominations for 2022 Columbia Basin ASQ Officers - Chair, Secretary and Treasurer. Other section positions that also must be filled are Membership, Audit, and Nominations.

Nominations are required for the Chair, Secretary and Treasurer positions. The section's Nominations Committee can make nominations of current members who meet the position requirements (usually Full, Senior or Fellow members). Any regular section member may also nominate another eligible member (or themselves) for one of these positions by submitting a nomination petition to the section Secretary or Nominations Chair. For our section, the minimum number of required petition signatures is four.

All positions must be filled and names submitted to ASQ in order for the section to continue to operate in 2022. We would love to see more of our members become active in future section activities. Please consider stepping up to help out in a leadership position!

For more information about the election process, the nomination process, or the duties of section positions, contact any current section leadership team member or send a message to our [email box](#).

FREE ASQ MEMBER GIFTS FOCUS ON RISK MANAGEMENT

Quality professionals need to know how to prepare for and mitigate unexpected risks.

ASQ's free member gifts this month include the following resources that can help you to better understand risk and how to apply risk-based thinking to grow your skillset, better serve your customers, and increase your value to your organization.

- **FREE e-books** and samplers including: *Foundations of Quality Risk Management; Risk Management Using Failure Mode and Effect Analysis (FMEA); Managing Organizational Risk Using the Supplier Audit Program*
- **New and Popular Webinars and Webcasts** including The Quality Role in Supply Chain Risk Management, Quality Risk Management in a Post-Pandemic World: An ASQ Author Q&A, and four others
- **A Special Report** on *Quality's Impact on the Global Pandemic Response*
- **ASQTV videos** on Risk Identification and Reporting, The Internet of Things (IoT) and Risk, and Risk Intelligence for the Organization
- **13 articles and case studies** that provide guidance on risk management applications in product development, supply chain management, auditing, human capital management
- **Benchmarking Reports** and a Downloadable FMEA Template

Access your free gifts through July 31 by clicking [here](#).

2020-2021 ASQE ITEA WINNERS ANNOUNCED

Since 1985, thousands of teams from the world's most successful companies have inspired excellence by participating in the International Team Excellence Award (ITEA) cycle - a highly structured program with criteria that sets a level playing field for all participating teams and measures how well their organization is performing compared to a maturity model.

ASQ Excellence (ASQE) announced the Gold, Silver and Bronze award winners for the 2020 – 2021 ITEA cycle on May 25 at the World Conference on Quality & Improvement (WCQI) virtual event:

Gold: eClerx Product Data Support Team from eClerx Services Ltd. (India)

Silver: The Blazers Team from ALCON (Malaysia)

Bronze: Nexteer Suzhou Team from Nexteer Automotive (Suzhou) Co., Ltd. (China)

These teams competed against 18 finalist teams from eight countries in the ITEA cycle. A video of the award ceremony will be available soon on the [ITEA website](#).

Want to see *your* team recognized for inspiring excellence? [Apply to the ITEA program](#) now!

UPCOMING ASQ CERTIFICATION EXAMS

Applications are now being accepted for ASQ Certification exams scheduled September 1-30, 2021. The application deadline is August 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)

There are several ways to apply to take a certification exam. You can apply [online](#) or you can download an exam application for mailing or faxing. You will need your resumé and credit card to complete the application. Or you can request a free certification brochure and application by contacting ASQ Customer Care at 800-248-1946 or help@asq.org.

For more details about ASQ certifications (there are 18 different certifications offered), click [here](#).

WHY ONLINE LEARNING IS MORE EFFECTIVE

(from the Skill Success website)

The world shifted in major ways in 2020. One of the significant changes was the adoption of online education. But even before the pandemic, education was already shifting online.

Here are some interesting facts:

- In 1995, only 4% of companies used online education
- By 2017, 77% of companies used online education
- In 2017, over 20,000,000 students in the U.S. were enrolled in distance education courses

If you would like to learn more about why online learning is effective, check out this [blog post](#) from Esther B on the Skill Success website.

RESKILL (OR “UPSKILL”) TO REMAIN RELEVANT

Check out ASQ’s Soft Skills Courses

Did you know that ASQ offers training courses focused on developing soft skills?

This e-learning bundle of microlearning courses – Called “Soft Skills to Go!” – consists of 12 short modules that address different intangible, nontechnical abilities. These include communication, persuasion, leadership, problem solving, organization and delegation. Each course is about 25 minutes in length and can be accessed for six months after purchasing the package.

The cost of the bundle of courses is only \$99 for ASQ members and \$110 for non-members. You can earn 0.5 RUs for completing the courses. For more information, click [here](#).

QUOTE OF THE MONTH

“Before you argue with someone, ask yourself, ‘is that person mentally mature enough to grasp the concept of different perspective?’ If not there is no point to argue.”

~ attributed by many to Dick Gregory

THE HIGH COST OF LOW ENGAGEMENT: KEEPING EMPLOYEES HAPPY AND HEALTHY IN THE POST-COVID ERA

Free Webinar July 13 at 11 am PDT

The past year-plus with the COVID-19 pandemic has created unprecedented challenges for employers, Human Resources teams, and the employees they serve. What has been the impact of this on employee well-being and engagement? How has the employee/employer relationship, trust, and perception of HR changed?

To answer these questions and more, join Chuck Gillespie, CEO of the National Wellness Institute, Neha Mirchandani, Chief Marketing & People Officer at BrightPlan, and Lisa Hunter, Program Director at The Conference Board, for an insightful session on the latest trends related to employee well-being and engagement -- and what's top of mind for employees at this time.

As an attendee of this webcast, you will learn about:

- the unsung heroes of the pandemic
- the impact of COVID on employees and employers
- the state of employee finances -- and the high cost of financial stress
- what employees want and the role of employers in supporting them

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

THE NEXT LEVEL OF AUDITING - IMPACTS OF PROCESS IMPROVEMENT

Free BSI Webinar July 15 from 11:00 am to 12 noon PDT

Process improvement is something many organizations often think they have mastered; however, when various business challenges arise, they may quickly realize they have not. This concept goes beyond having basic checklists in place; it's more about creating a culture of self-assessment and continual improvement.

In this webinar, British Standards Institute (BSI) training instructor Sue Snyder will share the top 10 organizational challenges most encountered during audits and how process improvement training can better prepare an organization. Topics include:

- The top 10 organizational challenges
- Ways process improvement can help organizations thrive

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

ISO FOR ENGINEERS – HOW TO IMPLEMENT A QUALITY MANAGEMENT SYSTEM

Free BSI Live Webinar July 22

A management system is the framework that enables companies to achieve their business and operational objectives through a process of continuous improvement. These systems allow organizations to meet challenges by instilling best practices and validating, through certification, that they are properly established in the company. An ISO 9001 quality management system will help you to continually monitor and manage quality across your business so you can identify areas for improvement.

But starting the implementation of a management system from scratch can be perceived as a daunting and very difficult task to perform.

Join BSI for a free live webinar on July 22 from 11 am to 12 noon PDT. Topics covered include:

- What is a Quality Management System (QMS)?
- What are the benefits of a QMS?
- 10 steps to effectively implement a QMS within your organization

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

TRUST & ADAPTABILITY: SERVANT LEADERSHIP LESSONS FROM JOINING AN ORGANIZATION DURING A PANDEMIC

ASQ HDL Webinar August 4 from 12:00 pm to 1:00 pm PDT

Steven R. Covey wrote in Ken Blanchard and Renee Broadwell's book *Servant Leadership in Action* that the key outcome for a servant leader is trust. Trust and servant leadership are both built on intent. The trust built will allow your organization to be more adaptable. Adaptability builds resilience and allows innovation and transformation.

This complimentary webinar from ASQ's Human Development & Leadership Division (HDL) features Jeremiah Genest, Senior Director of Quality at Vertex Pharmaceuticals in Boston and Chair of the ASQ Team and Workplace Excellence Forum. He will share his lessons learned on building trust and adaptability in his organization in the midst of a pandemic. This allowed a remote team to drive improvements in their quality culture. Jeremiah will provide examples of intent in action as well as the changes he continues to make in his leadership style.

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

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.

CERTIFICATION REFRESHER / EXAM PREPARATION CLASSES

CQE and CSSBB Courses Begin August 7

ASQ Certifications are recognized as a mark of quality excellence in many industries. They are designed to help you advance your career, improve your organization, and prepare you to be a more accomplished and effective quality-focused professional. Advantages of obtaining an ASQ Certification often include increased income potential, a competitive advantage, and global recognition.

The San Gabriel ASQ Section, in conjunction with the Orange Empire Section, is offering the following courses, starting Saturday, August 7, and running through November 6.

[Certified Quality Engineer \(CQE\)](#)

[Certified Six Sigma Black Belt \(CSSBB\)](#)

Cost for each course is \$449 for ASQ members or \$499 for non-members. Special rates may be available for unemployed members.

TCD&I CELEBRATION OF COMMUNITY & DIVERSITY

August 7 from 12 noon to 8:00 pm PDT in Kennewick

The Tri-Cities Diversity & Inclusion Council (TCD&I) is a nonprofit community organization dedicated to fostering a unified community, embracing cultures, and celebrating diversity through education, advocacy, and the promotion of cultural competence and compassion.

Everyone is invited to the August 7 event, which will be held in Columbia Park in Kennewick. There will be food trucks, vendors, art and cultural entertainment, all reflecting the cultures of the Tri-Cities community. This is a family-friendly event, and attendees are encouraged to bring their lawn chairs and blankets.

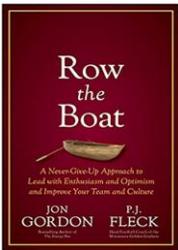
For more information about TCD&I and the event, click [here](#) or check their [Facebook](#) page.

PACIFIC REGION QUALITY CONFERENCE - 2021

August 14 and November 6 from 8:00 am to 5:00 pm PDT

ASQ Pacific Region (our region) is now accepting registrations for PRQC 2021. The mission is to provide a forum for like-minded professionals to share ideas and learn from workshops and presentations resulting in enhancements to personal development and business acumen, all building on the foundation of quality. The conference will be held on August 14 and November 6, and will feature presentations and panel discussions from several speakers as well as opportunities for networking with other Quality Professionals. There will be different speakers on each conference date.

Cost for ASQ members is \$15. Additional details about registration, programs and pricing can be found [here](#). At this time, the programs are being finalized, and speaker names and topics are expected to be posted soon.



ROW THE BOAT: A Never-Give-Up Approach to Lead with Enthusiasm and Optimism and Improve your Team and Culture

New Book by Jon Gordon and P.J. Fleck

In *Row the Boat*, Minnesota Golden Gophers Head Coach P.J. Fleck and bestselling author Jon Gordon deliver an

inspiring message about what you can achieve when you approach life with a never-give-up philosophy. The book focuses on choosing enthusiasm and optimism as your guiding lights instead of being defined by circumstances and events outside of your control.

Discover how to put the three key components of the book into practice in your life:

The Oar: The energy. Only you can dictate whether your oar is in the water or whether you take it out and decide not to use it.

The Boat: The sacrifice. The more you give, serve, and make your life about helping others, the better and more fulfilled your life will be, and the bigger your boat gets.

The Compass: The direction. The vision you have for your life and the people you surround yourself with help create the dream of where you want to go.

For more information and to order this 144-page book (priced at \$20.49), click [here](#).

LOOKING TO DE-CLUTTER?

Donate to Repeat Boutique!

Repeat Boutique is a unique thrift store providing great value and a great shopping experience for a great cause.

Their mission is to serve others with exemplary care through the cherished donated items they sell, the customer service they provide, the working environment they create and through the treatment of their volunteers and staff while offering maximum value to customers and achieving a fair margin to support Chaplaincy Hospice Care, which is based in the Tri-Cities area.

Looking to donate items you no longer need? When you donate your gently-used items to Repeat Boutique, you become a partner in meeting the needs of hospice patients in Benton and Franklin counties. They gratefully accept furniture (in good shape), men's and women's clothing and shoes, home décor, books, records, sports equipment, medical equipment, housewares, art, jewelry, and more.

Donations may be made at the Pasco or Richland stores between the hours of 10 am and 6 pm, Monday through Saturday. For more information about Repeat Boutique and the types of items accepted, click [here](#).

CANCER CENTER BARBECUE & FIREWORKS

July 31

The Kadlec Tri-Cities Cancer Foundation will be holding their 2021 Summer Barbecue on July 31 from 6:00 pm to midnight at Bookwalter Winery in Richland.

The event includes dinner, two glasses of spirits, entertainment, and fireworks. Attendees must be 21 or older.

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

COLUMBIA BASIN ASQ MEMBERSHIP

There are currently 64 members in Columbia Basin ASQ.

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 Prevetie
Newsletter Editor (acting)	Robert Boykin
Publicity Chair (acting)	Jo Haberstock
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 5th of the month.