



## LIONS AND LAMBS AND CHANGE ... OH MY!

by Jo Haberstok

We've probably all heard the saying "March comes in like a Lion and goes out like a Lamb," right? There are conflicting theories about the origin, but it most likely began as a reference to the position of the constellations Leo (a lion) and Aries (a ram, or lamb) in the night sky. Then at some point it evolved into a fairly good summation of March's changing weather as the seasons change from winter to spring.

March is an interesting month, often beginning with (a lion's roar of) very cold weather and (a lion's long, white teeth) winds so biting that we need our down-filled coats. By the end of the month, as temperature rise and we see more of the sun every day, the weather feels much softer, kinder and temperate, like the warmth of a lamb's fluffy white fleece.

This proverb has stood the test of time. It can be traced back to Thomas Fuller's 1732 compendium, "Gnomologia; Adagies and Proverbs; Wise Sentences and Witty Sayings, Ancient and Modern, Foreign and British." Along with other writings at the time, it contained a lot of weather folklore, intended to help people prepare for typical weather conditions that lay ahead, and often in relation to the planting and harvesting of crops. And a lot of the information was pretty accurate, due to expected winds and weather patterns.

As we begin the month of March, are you feeling more like a lion or a lamb? We have all been dealing with the COVID pandemic for over two years now and, while it appears things may be starting to get back to a more "normal" state soon, the associated concerns and changes in our lives have affected each of us in similar and different ways.

So many changes. For some, working from home instead of going to the office every day. For others, loss of jobs and income due to shutdowns and changes in how businesses responded to the pandemic. For far too many, loss of loved ones and friends.

How do we adapt to changes? Sometimes like a lion: brave, protective, willing to fight when needed, group (pride) members, but also sometimes loners in the bigger scheme of things. Sometimes like a lamb: hardworking, soft-hearted, feeling safer in the flock. Of course, there are many other characteristics of lions and sheep, and even some overlapping ones.

Change is inevitable. Some changes are positive, while others may be negative. What's the best way to cope with change? Be positive and proactive. Refuse to be a "victim" of change; instead, acknowledge and then manage your feelings, get support if needed, create a strategy, and do whatever you can to be an active, contributing part of the change.

Stay safe and healthy.

- Jo

## IT'S NICE TO BE NICE

Food for Thought... (story from The Prosperous Professional)

How would you behave if the following happened to you?

After many hours of hopelessly waiting to board a London-bound 747, the flight was eventually cancelled due to engine problems. Following the cancellation, all 400 passengers began pacing forward and back, muttering to themselves, "I'm going to miss my connecting flight!" "I'm going to miss my daughter's wedding!" "Forty people are counting on me to be in London, and now they'll have to postpone their leadership program!" Let's presume you are the one that 40 people are counting on to lead their leadership program.

Moans, anger, and a general sense of panic filled the air. As the passengers neared the ticketing area for re-booking, there were only four people behind the counter, and, without saying, it was going to be a long wait.

When your turn finally comes to talk to a booking agent, you are told, "I'm so sorry but I can't get you to London today." Just as you are about to start foaming at the mouth, you notice the fear in the agent's eyes.

Would you give any thought to the day the booking agent has had? She might have been called back to work after heading home after a long shift, or going to visit her ailing father in the hospital. Would you care about that, or would you tear into her without a second thought? I would like to believe that you would treat the individual the way you'd like to be treated if the roles were reversed.

According to the article, the act of putting ourselves in other people's shoes is called perspective-taking. It is related to but distinct from empathy, in that empathy involves experiencing others' emotions, and perspective-taking means imagining what others are thinking and feeling.

The bottom line, according to the article, is that if we want to create a better, more cooperative world, we could all stand to sharpen our perspective-taking skills. One tool we can use is what psychologist Richard Weissbourd calls "zoom in, zoom out." In emotionally-charged situations, start by "zooming in" on your perspective to understand it. Next, "zoom out" and consider the perspectives of others involved. The result could be a deeper appreciation of the situation and a calmer mindset. And for those of you seeking an extra boost, you can try considering the other person's perspective first.

To paraphrase the late Stephen Covey, to be highly successful, we should strive to understand others before we try to be understood.

Be well and be safe.

~Robert

## March 9, 2022 Virtual Meeting

**DATE:**

Wednesday,  
March 9, 2022

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

**Time:**

6:30 pm – 8:00 pm PST  
(Networking starts at 6:00 pm;  
check website to confirm times)

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

To register for this meeting and obtain the Zoom link and sign-in information, send an [email](#).

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

**NOTE:** Be sure to use the same email address to join the 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 Palomar ASQ Section 0708, click [here](#).

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

# The Impact of Globalization on Supply and Supplier Management



**Vinay Goyal, BSBE, CSSBB  
ASQ Fellow**

The performance of a Supply Management department professional is commonly measured in terms of the amount of money saved, and in mitigating the risk of non-timely-availability of parts and services. Supply management personnel within a company or institution are generally responsible for identifying, sourcing, negotiating, and procuring services and/or goods that are essential to a company's ongoing operations.

In today's complex and competitive global business world, constantly changing technology, regulations and standards have encompassed additional responsibilities in ensuring higher efficiency and effectiveness.

In this presentation, Vinay will highlight some of the challenges that may directly or indirectly impact the roles, responsibilities and relationships of Supply Management professionals with suppliers, as well as their roles in internal cross-functional teams critical for an organization's survival and growth.

***About the speaker:** Vinay Goyal has been working very closely with SM professionals over 21 years in meeting constantly growing global competition and requirements. He has worked as the Director of Quality, Manufacturing and Test Engineering in various companies in the past. Vinay received his Bachelors of Engineering in Electronics and Telecommunication from University of Roorkee (currently Indian Institute of Technology) in India. He has been honored as a fellow member of ASQ, recipient of the Larry Bartkus Award by ASQ Section 0702 and 2021 Section 0701 Section Quality Guru Award.*

*Vinay is an ASQ Certified Six Sigma Black Belt, Quality Auditor and Supplier Quality Professional. Vinay has been active with ASQ since 2007 and served as Section Treasurer, Membership Chair, Vice Chair, Chair and Chair Southern California Quality Conference in 2018. He is currently site chair of ASQ 2022 World Conference on Quality and Improvement (WCQI).*

**DATE:**

Tuesday,  
March 22, 2022

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

**Time:**

3:00 pm – 4:30 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  
Charleston ASQ Section 1122,  
click [here](#).

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

## Cracking the Code: How to Start a Project the Right Way



### Manny Veloso Principal Consulting Services, LLC

Many people have project-based jobs or handle projects in addition to their regular duties. How many project teams have you seen that took too long for the results they achieved, or strayed from their original objective, or just fizzled out due to lack of interest?

These pitfalls - and others - can be avoided by following a simple, powerful, yet flexible method for getting started with a project. You will be able to generate buy-in from everyone, scope out your project limits, and engage the team in problem solving and agreement on direction and goals.

Attendees will learn how to:

- Define a project that everyone understands
- Scope the project to be successful
- Plan initial project activities
- Communicate project status quickly and efficiently to the right people

Manny will share current trends and strategies to support a thriving workforce, regardless of the setting, with practical tips for staying healthy and well at work.

*About the speaker: Manny Veloso's hands-on approach has provided practical, real-world solutions for countless companies. He is an experienced change manager and has trained over 700 people in Continuous Improvement certification programs to date. Manny holds a Masters Degree in Business Administration from Rider University and a BS in Industrial Engineering from Penn State. He has a Master Black Belt certification and has been a guest lecturer at Holy Family University and Temple University and has presented at industry conferences. Manny is also a national instructor for ASQ in a variety of Six Sigma and Lean topics.*

## IMPLEMENTING AND OPTIMIZING YOUR QUALITY MANAGEMENT SYSTEM

### March Free ASQ Member Gift

Disruptive technologies, increasing complexity, and supply chain issues are just a few of the obstacles quality managers now face when trying to manage quality systems.

ASQ is here to help! This month's member gift includes lots of resources to help manage quality systems and stay ahead of trends and technologies. Included are new expert webcasts and webinars, e-books, articles, benchmarking reports, and short videos sharing best practices.

Click [here](#) to access your free gift by March 31.

## UPCOMING ASQ CERTIFICATION EXAMS

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 include increased income potential, a competitive advantage, and global recognition.

Applications are now being accepted for ASQ Certification exams scheduled May 1-31, 2022. This gives you some time to study and prepare. The application deadline is April 5 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](mailto:help@asq.org). For more details about ASQ certifications (there are 18 different certifications offered), click [here](#).

## THE FIVE BIGGEST EMPLOYEE PRODUCTIVITY CHALLENGES

### Free QSG Webinar March 10 @ 10 am PST

With more hybrid work arrangements and social distancing, workplaces have changed drastically in the past couple of years. The labor crisis has impacted many businesses, and maintaining employee productivity is a challenge. Investing in training and development is a powerful strategy to ensure remote employees remain engaged and motivated to perform at top levels.

Join training professional Jim Desrosiers, who has three decades of experience, to learn how to obtain significant training grants and train employees in today's new work environments.

This free webinar from Quality Support Group (QSG) will cover:

- The five biggest employee productivity challenges
- Best practices for keeping remote employees engaged and building a robust team and company culture through training opportunities
- Workforce training grants and how to obtain them
- Trends to optimize training for remote workers and hybrid teams

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

## i4CP CONFERENCE – NEXT PRACTICES NOW

### March 14-17 in Scottsdale, AZ (also Virtual)

i4cp is a leading authority on next practices in human capital. They produce more research than any other human capital research firm in the world, and many of the world's most prominent organizations and HR leaders turn to i4cp to better capitalize on HR best practices and emerging workforce trends.

Supported by a powerful community of human capital practitioners, i4cp provides HR research and insights that help organizations better anticipate, adapt, and act in a constantly changing business environment.

This year's conference includes four days of learning, collaboration, networking and special events to unlock next and best practices in human capital. Featured speakers include best-selling author Daniel Pink and many more.

Cost is \$3,695 for the in-person conference or \$1495 for the Virtual option. For more information, click [here](#).

## THE NEW VOICE OF THE CUSTOMER

### March 17 Spokane ASQ Meeting

Innovation is everyone's job. We are told this and believe it, but have you ever had trouble selling your new innovative idea or process to your management or customer? Have you faced significant roadblocks to implementation?

Everyone involved in quality and process improvement is an innovator. Innovation is not just for start-up companies or R&D departments. But how does one succeed at innovation, without a heroic effort?

In this (recorded) presentation from ASQ's Lean Enterprise Division, Dr. Ron Kelley will share the latest methods and tools being utilized to dramatically increase the odds of success. New Voice of the Customer tools utilize a Jobs-to-be-Done (JTBD) framework to match a compelling value proposition to a customer's pains or gains. This applies to both internal and external customers. This framework has been shown to dramatically improve innovation success rates to over 85%. The presentation will provide tools to improve the success of your next process improvement or innovation effort.

For more details, including the link for the meeting, send an [email](#).

## QUALITY IN BUSINESS WRITING: 10 CRUSHING MISTAKES AND HOW TO AVOID THEM

### Free QSG Webinar March 23 @ 10 am PDT

Everyone makes a spelling mistake now and then, and most of us have clicked "send" on an unfinished email. While it's embarrassing to make mistakes like these, you can probably recover from them with a quick edit, re-send, or phone call of apology. But some business writing mistakes, while common, will crush your reader's willingness to plow through your document or their ability to understand what you are trying to say.

In this session, you will learn which business writing mistakes hurt your document or email the most. You'll review real writing samples of people who work in Quality and analyze whether they have committed any of these crushing mistakes. You'll also learn strategies for planning and editing your document, so you can avoid these errors in the future.

Key takeaways from this free webinar from Quality Support Group (QSG):

- Learn how to ensure the most important parts of your writing get your best attention: your message, your request, your suggestions
- Practice using reliable proofreading strategies that will prevent you from embarrassing yourself or your company

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

## BUILDING AN AGILE CULTURE

### Complimentary Live Webinar March 23 at 11:00 am PDT

The imperative to be adaptive couldn't be made stronger than it has been in the pandemic. As organizations of all kinds face unprecedented volatility, uncertainty, complexity, and ambiguity, it is incumbent upon them to adopt more agile ways of working.

The movement of Agile software development has a lot to offer in terms of building teams that are adaptive, customer-centric and efficient. But how can those same values and principles be applied to Human Resources?

While software development certainly is different from people leadership, both professions can benefit from key mindset shifts that are promoted by leading Agile thought - and a lot of it comes down to how we communicate with the people we support.

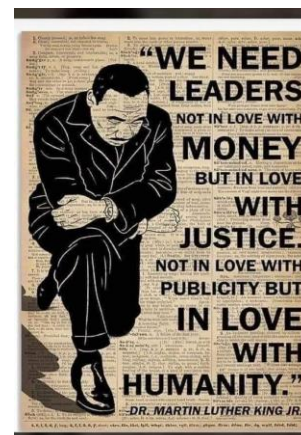
In this one-hour webinar from HRDQ-U and sponsored by Vyond, certified agile team facilitator Kevin Doherty will offer a primer on the Agile movement and mindset. Drawing from his expertise as a content creator, he will share practical ways to promote agility throughout the organization. By becoming champions of the Agile mindset and living out its values, people leaders can make a meaningful impact in their organization's capacity to respond to - and even benefit from - large-scale disruption.

Attendees will learn:

- The agile mindset that emerged from software development
- Key values and principles of the Agile mindset
- How to relate Agile ideals to the work of human capital management
- How to apply practical ideas to make your HR team more Agile
- How to identify opportunities to promote agile in all areas of your organization

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

## QUOTE OF THE MONTH



## THE METAVERSE FOR COMMUNICATION PROFESSIONALS

March 24 Virtual MCC PRSA Meeting at 12 pm PDT

The March meeting of the Mid-Columbia Chapter of the Public Relations Society of America (PRSA) features Brett Atwood. A professor at Washington State University, Everett, he is a metaverse marketing and virtual entertainment economy expert.

Meeting attendees will learn about:

- Current state of the metaverse, multiverse, and virtual worlds, and block-chain metaverse economies
- Hype versus reality: opportunities for public relations and marketing professionals
- Case studies/demos: what has and has not worked well
- Winning strategies for using metaverse concepts

Cost for this virtual meeting is \$10. Click [here](#) for more information and to register.

## ASQ EMERGING TECHNOLOGIES FOR THE NEXT GENERATION: CANNABIS RESEARCH AND REGULATION

2022 Virtual Conference March 26 7:00 am – 9:00 am PDT

This free event is a collaboration of ASQ Next Generation, ASQ Pacific Region and ASQ's Food, Drug & Cosmetic Division. Featured speakers are Dr. Roger Clemens, a faculty member of USC's School of Pharmacy, and Dr. Peter Pressman, Assistant Professor at the Saba University School of Medicine.

Conference objectives:

- Untangling the chaos of food and drug of the cannabis regulatory sphere
- Scientific landscape of hemp and CBD
- The integrity of cannabis research

For more information and 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.

## THE POWER OF POSITIVE LEADERSHIP TRAINING

April 4 Live Event with Jon Gordon in Houston

Positive leadership is not Pollyanna leadership. Positive leadership is the way to lead if you want to build a great team and organization. It's not just a state of mind, it's a state of action that makes great leaders great by bringing out the best in themselves and others.

Join best-selling author Jon Gordon in Houston on April 4 to learn how to:

- Increase resilience, mental toughness and grit
- Thrive during challenges and change
- Develop leaders in your organization
- Create a great culture
- Overcome negativity
- Build a connected and committed team
- Stay positive through adversity
- Achieve superior results

Cost for this training is \$595. Get more information and view the full training flyer [here](#).

## HAVE YOU REGISTERED FOR WCQI?

May 15-18 Hybrid (In-Person or Virtual) in Anaheim

Early bird pricing ends March 15



If you have never participated in ASQ's World Conference on Quality & Improvement (WCQI), I hope you will consider attending this year. It's sure to be a great networking and learning experience, whether you attend in person or virtually.

This year's conference is expected to bring together more than 3,000 professionals representing manufacturing, consulting, health care, government, education, aerospace, and more for 3+ days of learning that will produce long-term gains in an organization's quality mission. From emerging quality practitioners to experienced professionals, WCQI offers meaningful networking, education, and product discovery to help individuals and organizations pursue excellence through quality.

Registration is now open. Cost for in-person attendance is \$1,199 for ASQ members who register by March 15. This includes educational sessions, keynote presentations, lunches and networking opportunities and more. Cost for virtual attendance is \$399 for ASQ members, and includes a daily livestream agenda including sessions, keynotes, and interactive online networking opportunities. Additional discounts are available for ASQ member leaders and student members. For more information, click [here](#).

## SUPPORT THE EDITH BISHEL CENTER FOR THE BLIND AND VISUALLY IMPAIRED

The Edith Bishel Center for the Blind and Visually Impaired is a nonprofit organization dedicated to serving the blind and visually impaired of Southeastern Washington. The Center currently offers program and services to all ages, and serves six counties, including Benton, Franklin, Walla Walla, Columbia, Yakima, and Klickitat.

Individuals who are visually impaired or blind often suffer from feelings of isolation and insignificance, frequently resulting in depression.

As a nonprofit organization, there are many needs. If you would like to help provide magnifiers, visual aids, low vision evaluations, in-home visits by an Independent Living Skills Instructor, and more, consider making a (tax-deductible) donation to the Center. More information is available [here](#).

## GRATITUDE IS GOOD MEDICINE

from the American Heart Association

A regular gratitude practice can make you healthier and lead to better mood, better sleep, lower blood pressure and improved immune function.

How to start a gratitude habit:

**Pair it up.** Do your gratitude practice right after something else you do every day, like brushing your teeth or eating lunch. This makes the habit stick.

**Jot it down.** Grab some paper or a notebook you already have, nothing fancy. Then, just write down anything you feel grateful for.

**Soak it in.** Savor those grateful feelings and feel good about yourself. If you enjoy your new habit, you're more likely to stick with it.

If you're thinking "I don't know what to be grateful for," remember that it doesn't have to be Thanksgiving level to count. Focus on simple things, like being grateful for the beauty of the clouds, for a special friend, for a really tasty sandwich, or simply for a day that was particularly fun, exciting, or satisfying.

For more ideas about gratitude and mindfulness, click [here](#).

## 2022 COLUMBIA BASIN ASQ

### LEADERSHIP TEAM

January 1 - December 31, 2022

<b>Section Chair</b>	Denise Fast
<b>Secretary</b>	Denise Clements
<b>Treasurer</b>	Emily Wilson
<b>Membership Chair</b>	Robin Dowsett
<b>Audit Chair</b>	Steve Prevette
<b>Nominating Chair</b>	Trent Hartman
<b>Webmaster</b>	Steve Prevette
<b>Newsletter Editor</b>	Robert Boykin
<b>Publicity Chair</b>	Jo Haberstock
<b>Programs Chair</b>	Vacant
<b>Voice of the Customer Chair</b>	Vacant
<b>Education Chair</b>	Vacant
<b>Social Media Chair</b>	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 4th of the month.

