

## WORLD QUALITY MONTH - GOT QUALITY?

by Jo Haberstok

Raise your hand if you know that November is World Quality Month. I hope a lot of hands went up.

I have been active in ASQ and in our local section for many years. But if it weren't for this involvement, I probably would not be aware of World Quality Month (or Week, or Day). Something as important as quality really should get more press...

When you think of the word "quality," what comes to mind? Most of us probably think of something from our work life – a time when teamwork really paid off, or possibly how a lack of communication resulted in something less than great occurring. Or maybe you remember something about your last vacation – a really great hotel you stayed in or an exceptionally good meal you had. Perhaps you received outstanding service at a local establishment.

Quality is important in all aspects of our lives. We don't need to have the job title of Quality Assurance Engineer or Statistician or Auditor to be aware of, use the tools of, and appreciate quality. Who doesn't notice and appreciate good customer service and quality products? And who also doesn't notice right away when something *isn't* all that great? I read online recently that 95% of unhappy customers do not complain when they are not satisfied, but over 90% of upset customers do not return. Each unhappy customer will tell 10 others about their experience.

I have a proposition for everyone reading this. Okay, let's just call it a suggestion. I propose that we all plan to do at least one special thing in the month of November to celebrate Quality and to help promote Quality in our professional and/or personal lives. It doesn't have to be anything grandiose, just something to help improve a process at work (or in an organization you belong to) or to help out in some way in your local community.

I'll bet most of us do more than one thing every day that is in support of quality or that utilizes quality tools in some way. Think about it for a minute. Maybe your job doesn't have "Quality" in the title, or you aren't currently working outside your home, but your daily activities may involve helping others through planning, scheduling, communications, leadership, training, team building ... the list goes on and on.

How about in our personal lives? Helping children or grandchildren understand how to solve problems or communicate better with their peers and talking about teamwork and the importance of goals ... Discussing whether to purchase oak or maple cabinets or ideas for remodeling the bathroom with your spouse or partner... The skills of negotiation and compromise and win-win ... These are all related to quality, aren't they? Quality is wide-ranging and encompasses so many different types of activities!

Let's all make a commitment to participate in at least one *additional* quality-related activity in the month of November. This could be as simple as forwarding this newsletter to a work colleague, reading a book or participating in an ASQ event to improve your own skills, or donating unneeded items to help others in need.

Happy Quality Month!

-- Jo

## WHAT IS GRATITUDE AND WHY IS IT SO IMPORTANT?

(from an article by Courtney E. Ackerman)

Many of us express gratitude by saying "thank you" to someone who has helped us or given us a gift. From a scientific perspective, however, gratitude is not just an action: it is also a positive emotion that serves a biological purpose. Positive psychology defines gratitude in a way where scientists can measure its effects, and thus argue that gratitude is more than feeling thankful: it is a deeper appreciation for someone (or something) that produces longer lasting positivity.

Gratitude is an emotion similar to appreciation, and positive psychology research has found neurological reasons why so many people can benefit from this general practice of expressing thanks for our lives, even in times of challenge and change.

**Purpose of this Emotion:** People can use gratitude to form new social relations or to strengthen current ones. Acts of gratitude can be used to apologize, make amends and help solve other problems. Alternatively, people may feel gracious because it can be an intrinsically rewarding process. Simply being grateful for being alive is a great way to motivate oneself to seize the day.

The idea that tomorrow is not guaranteed is a strong motivator for some people to be their "best self" today.

**Why Gratitude Works:** Gratitude is a selfless act. Its acts are done unconditionally to show to people that they are appreciated. "A gift that is freely given" is one way to understand what these acts are like. For example, if someone is sad and you write them a note of appreciation, you are likely not asking for something in return from this person; instead, you are reminding them of their value and expressing gratitude for their existence. At the moment, you are not waiting for a "return note" from this person.

Even when we do not expect a return, sometimes they happen. Gratitude can be contagious, in a good way. In the previous example, maybe when you are feeling down, this person will write you a note or send you a card.

**The Effects of Gratitude:** In a study by McCraty and colleagues, 45 adults were taught to "cultivate appreciation and other positive emotions." The results of this study showed that there was a mean 23% reduction in the stress hormone cortisol after the intervention period. During the use of the techniques, 80% of the participants exhibited an increased coherence in heart rate variability patterns, indicating reduced stress. In other words, these findings suggest that people with an "attitude of gratitude" experience lower levels of stress.

Next time you have a free moment, try practicing some gratitude. You might just be surprised by the benefits it brings you.

*Courtney E. Ackerman, MA, is a graduate of the positive organizational psychology and evaluation program at Claremont Graduate University. She is currently working as a researcher for the State of California and her professional interests include survey research, wellbeing in the workplace, and compassion. Check out her webpage, which includes links to the full article and many others, [here](#).*

## November 8, 2022 Virtual Meeting

**DATE:**

Tuesday,  
November 8, 2022

# Ikigai – Sense of Self-Worth, Finding Your Purpose

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

**Time:**

3:00 pm – 5:00 pm PST

(check website to confirm times)

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

To register for this meeting and obtain the Teams link and sign-in information, click [here](#).

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

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

For more information about Baltimore ASQ Section 502, click [here](#).

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



**Jennifer Ralston**  
HKPO Lean Six Sigma Experts



**Michelle Nellum**  
Department of Defense

According to the Japanese, everyone has an *ikigai*—a reason for living. And according to the residents of the Japanese village with the world's longest-living people, finding it is the key to a happier and longer life.

Having a strong sense of *ikigai* - where what you love, what you are good at, what you can get paid for, and what the world needs all overlap - means that each day is infused with meaning. It's the reason we get up in the morning.

It's also the reason many Japanese never really retire (in fact there is no word in Japanese that means *retire* in the sense it does in English). They usually remain active and work at what they enjoy, because they have found a real purpose in life - the happiness of always being busy.

*About the speakers: Jennifer Ralston is the CEO and President of HKPO Lean Six Sigma Experts. She is a multifaceted Executive with a unique blend of experience in C Suite Mentoring and Coaching, Quality Management, Process Improvement, Process Engineering, Regulatory, Pharmaceutical, Quality Auditing, Software Quality, Project and Program Management, Change Management, Business and Strategic Planning, Innovation, Entrepreneurialism, and Lean Six Sigma. Jennifer has worked with many Fortune 100 and Fortune 500 companies. She is also an Examiner, Licensed Affiliate and Certified Facilitator for the Shingo Institute – a Leader in World Class Companies.*

*Michelle Nellum is a former educator and cheerleading coach that transitioned from teaching into the corporate world by becoming a computer trainer for the House of Representatives and various corporations across the DMV. She entered the Intel Community and Department of Defense via Raytheon and later joined the executive team at Detica, Inc. These experiences gave her a firm understanding of the struggles and pressures of operating at an executive level while trying not to lose her individual values and perspectives. Michelle currently works with senior leaders within the Department of Defense, academia, state government, industry professional and small business owners.*

# Invitation from ASQ Palomar Section November 9, 2022 Virtual Meeting

**DATE:**

Wednesday,  
November 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  
(opens for networking 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 0.1 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 Palomar ASQ Section 708, click [here](#).

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

## What Does Packaging Sterile Devices with ISO 11607 Truly Mean?



**Jan Gates**

**Owner and Consultant, Packwise Consulting**

ISO 11607 is the principal guidance document for validating terminally sterilized medical device packaging systems. Packaging must comply with ISO 11607 to satisfy European regulations and obtain a CE Mark. ISO 11607 is also an FDA Recognized Consensus Standard.

The ISO 11607 standards were the first to place packaging on the same level (importance) as a product.

Packaging for medical devices is not intuitive and can cause a lot of headaches for a company, especially with a regulated and terminally sterilized product.

Delivering a safe, functional, easy-to-use product to customers is impossible without good packaging planning (though many companies try without experienced packaging engineers to assist).

This talk provides an overview of the ISO 11607 standards and the methods developed for good packaging.

*About the speaker: Jan Gates is the owner and principal packaging engineer of PackWise Consulting in southern California. She has 35+ years of experience in package engineering for foods, pharmaceuticals, detergents, and medical devices. She has worked as an individual contributor and has also led teams for packaging material and systems design and development, ensuring regulatory, product protection, and customer use requirements are met. Jan's work includes production optimization, validation, and minimal packaging for sustainability with cost reductions always in mind. She previously worked for Bristol Myers Squibb, Conagra, Lever Brothers, Dade Behring, and Abbott Vascular.*

*Jan works with ASTM D10 and F02 committees for rigid/flexible packaging and environmental package testing. She serves as a US representative on various ISO TC 122 committees for packaging testing, labeling, and product shipment, and was a task group lead with AMMI on a US guidance document for compliance with ISO 11607-1/-2 (packaging for terminally sterilized medical devices); the guidance document was converted to ISO/TS 16775. Jan has been a member of IoPP (Institute of Packaging Professionals) for many years and an IoPP Medical Device Packaging Technical Committee member. She holds a BS in Food Science and MS in Packaging from Michigan State University.*

## WE'RE BACK! OCTOBER MEETING A SUCCESS!

by Jo Haberstok

On October 19, our Columbia Basin ASQ section held our first meeting since the pandemic shut things down in March of 2020. We offered a virtual meeting, as a kick-off to hopefully many more meetings - both in-person and virtual - in 2023.

Many thanks go to the presenters for an excellent job: Steve Prevette, Phil Monroe, and Doris Cronkhite. They shared some very interesting "Stories from the Workplace," with an emphasis on how important data and data analysis are.

For those of you who participated in this meeting, we would like to hear your thoughts. Did you find this topic and this meeting worth your time? What can we do, if anything, for the next meeting/presentation to make it even better?

Also, do you have any suggestions for future speakers or topics? Please let us know - you can send us an [email](#) or contact any of our section leadership team members.

We are planning to hold our next section meeting in January. Stay tuned for more information!

## NOVEMBER FREE GIFTS FOR ASQ MEMBERS

Member Gifts are an exclusive benefit for all ASQ members. Each monthly gift bundle addresses a specific quality hot topic, method, or tool and can include dozens of valuable resources from ASQ's vast and ever-growing knowledge repository.

And ... you can earn Recertification Units (RUs) for watching ASQ webinars and videos, reading e-books, etc. Be sure to [access](#) this month's free gifts before November 30.

## UPCOMING ASQ CERTIFICATION EXAMS

Applications are now being accepted for ASQ Certification exams scheduled January 1-31, 2023. The application deadline is December 11 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)

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. For more details about ASQ [here](#).



## NOVEMBER IS WORLD QUALITY MONTH – CELEBRATE!

by Jo Haberstok

Yes, it's Quality Month – all month long! World Quality Week is November 7-11, and World Quality Day is November 10. (Of course, every day should be a quality day!)

The main purpose behind this celebration is to raise the level of quality awareness in individuals and companies, and to recognize the efforts and contributions of quality professionals. It's also a great opportunity to celebrate the successes your organization and team members have achieved in the recent past.

Those in the quality field are known for keeping their noses to the grindstone. And that is important, considering how much depends on the contributions of quality professionals. But let's not forget to take a minute – or even a month – to celebrate each other.

Looking for ideas on how to celebrate Quality Month in *your* organization? Consider offering Lunch & Learn Sessions (on the basics of quality, communications, teamwork, etc.), a poster or slogan contest, or maybe even a quality crossword puzzle or [word search](#) game.

## FROM ASQ - WORLD QUALITY MONTH 2022 PLANNER SCANNER CHALLENGE

We know you and your team have been working hard all year squashing defects, driving change, and making your organization a better place to be. The folks at ASQ and ASQE appreciate everything that you do for the quality community and want to celebrate you, your peers, and the whole quality community with a month of fun as we wind down the year.

It's time to geek out on quality with the Planner Scanner Challenge! All through November ASQ will be posting clues and games on their social media channels aimed at allowing you to flex your quality muscles. ASQ will be highlighting members throughout the month, and every Friday there will be a free downloadable to help celebrate quality. (If you play the games, you may find them early.) You can work as a team or on your own. The only "rule" is to have fun, and to show appreciation for other quality professionals!

The fun started on November 1! Check [here](#) for your first week's planner and some downloadable goodies to get you started.

## QUOTE OF THE MONTH

"The way a team plays as a whole determines its success. You may have the greatest bunch of individual stars in the world, but if they don't play together, the club won't be worth a dime.

~ Babe Ruth

## AMERICA RECYCLES DAY IS NOVEMBER 15

The Environmental Protection Agency (EPA) recognizes the importance and impact of recycling, which has contributed to American prosperity and the protection of the environment. The recycling rate has increased from less than seven percent in 1960 to the current rate of 32 percent. An EPA study found that recycling and reuse activities in the United States accounted for 681,000 jobs and \$37.8 billion in wages.

The recycling efforts of communities and businesses throughout the country have helped with this success and growth. To build on this progress, everyone is encouraged to contribute by recycling right, not only on America Recycles Day, but all year long. This means checking with your local recycling provider to know what they will accept in your recycling bin and where nearby recycling centers are located. Items like cardboard, metal cans, and paper are commonly accepted by local curbside programs, but items like plastic bags, electronics and batteries do not go in the curbside recycling bin. Visit [How Do I Recycle?: Common Recyclables](#) to learn how and where to recycle these and other items. Check out the [Think Green Before You Shop](#) poster for more ideas to help the environment.

## FESTIVAL OF TREES – NOVEMBER 19

### United Way Fundraiser

The mission of United Way of Benton & Franklin Counties is to improve lives and strengthen communities. They build collaborations with individuals, businesses, and nonprofits to address challenges that no one agency can solve alone, to provide the building blocks of opportunity - income, and health - that every person needs to thrive.

The November 19 Festival of Trees fundraiser will be held at Three Rivers Convention Center in Kennewick. There will be a social hour with complimentary wine, live auction with holiday trees, silent auction with mini-trees, and a dessert dash. This year's event also features an After Party, with music by a local band. Tickets are \$125/person. Click [here](#) to purchase tickets or for more information.

## NOVEMBER IS NATIONAL HOMELESS YOUTH AWARENESS MONTH

Did you know that 1 in 13 youth ages 13-25 experienced homelessness in 2022?

As part of National Youth Homelessness Awareness Month, Safe Harbor & My Friends Place (located in Kennewick) wants to educate others about youth homelessness both locally and nationally, share how they are addressing it as an organization, and invite others to help support the work they do.

Check out their [Facebook page](#) and their [website](#) to learn more about their mission to provide a safe, nurturing environment for those most at-risk right here in our local community.

## RADICAL TRANSFORMATION WITH KAIKAKU AND KAIZEN

### November 30 Montreal ASQ Virtual Meeting

3:30 pm to 5:00 pm PST

Join the Montreal ASQ section and speaker Albanesa Ymaya for a deeper understanding of two Lean approaches to support business transformation - Kaikaku and Kaizen Events. Albanesa will review the general definitions of these terms and explain the goal of each approach, including the commonalities, differences, and benefits.

Albanesa Ymaya is the Founder and CEO of Ymaya Lean Academy and Founder and President of FYLA (Ymaya Lean Academy Foundation). She has more than 19 years of experience as an Industrial Engineer working with Lean transformations in the manufacturing sector, including medical devices and electronics. She holds certifications in Lean Six Sigma Black Belt; Six Sigma Green Belt; Six Sigma Yellow Belt; ISO and TL 9000 Auditor; Kepner Tregoe Practical Problem Solving; and Maynard Operation Sequence Technique.

Meeting participants will gain a better understanding of why "Kaikaku First and Kaizen Event Later" is a useful approach. Albanesa will also share her formula to achieve a real Lean transformation in any business and how this will positively impact safety, quality, delivery, cost, and people.

There is no charge for this event. Click [here](#) for more information and to register.

## BIKES FOR TIKES – DECEMBER 2

### Tri-Cities Area Community Event

Bikes for Tikes is a non-profit organization dedicated to bringing communities together through bicycle donations. For over 12 years, Bikes for Tikes and Local 598 Plumbers and Pipefitters Union have worked to provide bicycles to community-based organizations in the northwestern United States.

Bicycles are distributed by local community-based organizations to families in crisis, special needs children, and as incentives for performance in nationally ranked educational programs.

Join Local 598 and hundreds of community volunteers at this year's Bikes Build event, which will be held at Three Rivers Convention Center in Kennewick. Be a part of helping to provide opportunities for children to create positive and healthy memories while being active. For more information and to volunteer for the December 2 event, click [here](#).



**NOVEMBER 30 IS  
COMPUTER SECURITY DAY**

Computer security affects everything from where we bank and how we spend our money to who we elect to public office. We

certainly don't want a replay of MyDoom, the worst email virus in history, which caused \$38.5 billion in damage, or any of the similar incidents that have occurred in the past.

"Computer Security Day" serves as an important reminder to us all about safeguarding our information. Here are some tips from Diana Kelley, a board member of the organization WiCys (Women in Cybersecurity).

**Get Creative with Security Questions:** *What city were you born in? What's the name of your favorite pet?* These are common prompts, but the answers may already be on your social media. Populate such responses with made-up answers that only you know.

**Turn on Multifactor Authentication (MFA):** MFA takes digital protection up a notch by requiring additional information. This could be a one-time code sent to your phone or a fingerprint or face scan.

**Use Strong Passwords or Passphrases:** Replace any simple passwords with random letters, numbers, and characters, or use strings of words such as "insidecontentouttakeschicken."

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.

| <b>2022 COLUMBIA BASIN ASQ<br/>LEADERSHIP TEAM<br/>January 1 - December 31, 2022</b> |                 |
|--|-----------------|
| <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>Nominations Chair</b>   | Trent Hartman   |
| <b>Webmaster</b>   | Steve Prevette  |
| <b>Newsletter Editor</b>   | Robert Boykin   |
| <b>Publicity Chair</b>   | Jo Haberstok    |
| <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 1st of the month.

