

CHAIR'S CORNER – SERVANT LEADERSHIP

by Denise Clements

I hope everyone's year is off to a good start!

As I mentioned in January, I want to share some information this month about Servant Leadership. Servant leadership is a leadership philosophy in which the goal of the leader is to serve. This is different from traditional leadership, which has been thought of as the power of one individual who controls or directs others as organized by a hierarchy. A servant leader focuses on the growth and well-being of employees and other stakeholders in their organization. They seek to help the people they serve grow as individuals and perform as highly as possible.

Below are five key traits to servant leadership. Since most of us are in a quality role, we probably do not have the authority to require employees to act. We have to influence without authority, and the best way to do that is through Servant Leadership. I've found that the traits below help me and my team successfully support our AECOM project managers.

Listening: Servant leaders have a deep commitment to listening intently to others. They care! The servant leader seeks to identify the will of a group and helps clarify that will.

Empathy: The servant leader strives to understand and empathize with others. They listen to understand and also to validate the feelings of others.

Healing: Servant leaders are mindful of the need to develop their capacity to heal one's self and others through the art and practice of deep listening.

Awareness: Servant leaders develop their sense of awareness and that helps them in understanding important issues, especially those involving ethics and values. This aids them in viewing most situations from a more integrated position.

Persuasion: Servant leaders rely on their ability to persuade rather than their positional authority. They are effective at building consensus with groups which requires both speaking and listening.

Servant leadership is important in business, as it creates an environment where team members feel appreciated, respected, and valued. And this ultimately leads to improved business performance.

As author and motivational speaker Ken Blanchard says:
"Servant leadership is all about making the goals clear and then rolling your sleeves up and doing whatever it takes to help people win. In that situation, they don't work for you; you work for them."

-- Denise

HAVE YOU EVER CONSIDERED CAPTURING YOUR LIFE'S STORY?

(from an article by Anthony Cirillo)

According to pundits, the benefits of capturing one's life story are many. It is more than just an exercise in storytelling. It's a chance to pass along wisdom and life lessons. It gives you an opportunity to exercise your memory; organize your photos and music; and discover if any events from your past are still impacting your life.

Writing can be a significant literacy activity in modern life that enables individuals to accomplish a variety of personal, intellectual, occupational, and recreational goals. Writing activities can yield a number of benefits to the individual - intellectual, physiological, and emotional.

According to Debby Bitticks, an intergenerational expert, award-winning author, health and caregiving advocate, there are 101 reasons to document your life story. These include: remembering the challenges and triumphs you have faced on your life journey; an opportunity to analyze your past while gaining insight about who you are today; understanding how your experiences have influenced the path you chose in life; and becoming aware of ambitions or dreams that you have not yet realized. The list goes on from there. Bitticks created *Cherished Memories*, a guide for documenting your life story.

Another consideration could be documenting the life of a parent. Bitticks' husband used her book to document his father's life. He was surprised, while going through the questions with him, to find out how little he actually knew about his dad and his life. You think you know your parent, but you might not.

Where to Start?

Well, not necessarily at the beginning. You could start by documenting places you have lived and the homes you've lived in. It could be your childhood house, your first home, or the home where your kids were raised. Photos can also prompt memories and stories. Or you can use writing prompts like those suggested by Bitticks: Birth - Twelve; Teen Years; Adult Life; Values & Philosophies; Family Tree; Health History; Photographs; and Articles/Documents.

Have fun!

Invitation from ASQ Palomar Section February 8, 2023 Virtual Meeting

DATE:

Wednesday,
February 8, 2023

This is a virtual/Zoom
meeting.

Time:

7:30 pm – 9:00 pm PST
(opens for networking at
7:00 pm)

(check website to confirm times)

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

Join Zoom Meeting:

<https://us06web.zoom.us/j/83717974135>

Meeting ID: 837 1797 4135

Any questions? Send an [email](#).

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

NOTE: Be sure to enter your
name and email address in the
chat when you join the meeting
to receive the 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/

What is Your Cost of Quality?



N.T. "Bala" Balakrishnan, MBA, CQE, CSSBB Professor, Cal Poly Pomona

Cost of quality (COQ) is defined as a methodology that allows an organization to determine the extent to which its resources are used for activities that prevent poor quality, that appraise the quality of the organization's products or services, and that result from internal and external failures. Having such information allows an organization to determine the potential savings to be gained by implementing process improvements. Quality-related activities that incur costs may be divided into prevention costs, appraisal costs, and internal and external failure costs.

This presentation will cover:

- Planning process for quality initiatives
- Selecting products for measuring COQ
- Integrating COQ reporting systems with the general ledger of enterprise cost accounting (like Oracle or SAP)
- Goal setting, for the elements of COQ (prevention cost, detection cost, appraisal cost, and failure cost)
- Identifying inhibitors (possibly quality culture) and how to negotiate such obstacles)

This presentation is "Part One" of two. Additional information, including analysis of trends, will be shared at the May 11 Palomar section meeting.

About the speaker: Professor N.T. "Bala" Balakrishnan has over 40 years of experience in Industry and Academia, having held positions as Quality Manager and Manufacturing Engineering Manager in companies including United Technologies, IBM, and 3M Standard Abrasives. He is currently a professor in the Technology & Operations Department, College of Business Administration, California State Polytechnic University, Pomona.

Bala has led Kaizen teams and implemented continuous improvement programs, used Design of Experiments to improve processes, conducted process capability studies, reduced cost of quality, and improved effectiveness of operations using Quality Management software.

At Cal Poly, he has taught Business Statistics, Operations Management, Management Science, and Quality Management. He served as Industry advisor for the "Innovation Lab" at Cal Poly Pomona NSF-Corps. He is a Technical Reviewer for ASQ's Quality Progress publication.

Invitation from ASQ Columbia Basin Section February 15, 2023 Virtual Meeting

DATE:

Thursday,
February 15, 2023

Employee Engagement and Quality Program Success

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



Time:

6:00 pm – 7:30 pm PST

Welcome & Introductions will begin at 6:00 pm, followed by the presentation and Q&A

Cost: Free for ASQ members and non-members

To register for this online/virtual meeting, please RSVP with your name, email, ASQ affiliation (member and section, or non-member), to [Denise](#) by February 12 for planning purposes and to receive RU credit following the meeting.

Attendance at this meeting earns 0.5 RUs toward ASQ recertification.

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

Dan Payne Area Sales Manager, Wagstaff AT

Wikipedia defines an “engaged employee” as one who is fully absorbed by and enthusiastic about their work and thus takes positive action to further the organization's reputation and interests. An engaged employee has a positive attitude toward the organization and its values.

Employee engagement is about how team members feel about their work and workplace. It has to do with the extent to which they feel involved with the organization. It impacts just about every aspect of business growth and profitability, including overall quality and productivity.

Benefits of engagement include:

- Better customer satisfaction
- Improved productivity and efficiency
- Reduction of staff turnover and lower absenteeism
- Enhanced company culture
- Better business outcomes
- Decrease in safety and quality incidents

Join us for this presentation, to learn more about how employee engagement and the success of quality programs go hand-in-hand. Dan will share some of his own experiences as well as ideas for improving engagement.

Come ready to share your ideas, too!

About the speaker: Dan Payne is an Area Sales Manager with Wagstaff Applied Technologies (AT) and a Business Development professional who focuses on building long-term client relations. He has led diverse sales teams in a variety of markets, always focusing on premium products and customer service to match. Dan currently works as a market specialist in metal fabrication for the nuclear industry including DOE and commercial clients. He has a solid background in nuclear applications of gloveboxes, pressure vessels, UL508A electrical panels, and other fabricated equipment.

FREE GIFTS FOR ASQ MEMBERS

Don't forget to check out the free Member Gifts this month! Every month the focus is on a different aspect of quality, and the gifts always include a variety of valuable resources.

You can also earn Recertification Units (RUs) for watching ASQ webinars and videos, reading e-books, etc. Be sure to [access](#) this month's free gifts before February 28.

UPCOMING ASQ CERTIFICATION EXAMS

If one of your New Year's resolutions was to study up and get certified in a quality-related field, you're in luck. ASQ offers certifications in 18 areas, and exams are offered regularly throughout the year.

Certifications can help advance your career, improve your organization, and prepare you to be a more accomplished and effective quality-focused professional. And, if you are an ASQ member, you can also save a little money, since one of the member benefits is \$100 off the usual (non-member) cost for each exam.

Applications are now being accepted for the following exams scheduled for March 1-31. The application deadline is February 5.

- 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 certifications click [here](#).

QUOTE OF THE MONTH

"You gotta dance like there's nobody watching, love like you'll never be hurt, sing like there's nobody listening, and live like it's heaven on earth."

~ William W. Purkey

JUDGES NEEDED FOR 2023 MID-COLUMBIA SCIENCE AND ENGINEERING FAIR

Applications due February 13

About 300 middle and high school students are expected to compete in this year's Mid-Columbia Science and Engineering Fair (MCSF), which will be held at Columbia Center Mall in Kennewick on March 9.

Judges are needed for this year's event. If you have a scientific, engineering, health, agriculture, or food sciences background and think you might enjoy interacting with young people at the Fair, please consider volunteering to help.

Students will be presenting the results of their independent research and engineering projects. Each student will have at least three one-on-one interviews about their project with STEM professionals, role models who encourage them to choose STEM education and careers.

More details about the schedule and guidelines for judging are available on the MCSF website at <https://www.midcolumbiasciencefair.org/judges>.

CALL FOR PRESENTERS: LEVELING UP CONFERENCE - SUCCESS THROUGH LEARNING

Submittals due by February 15

The Community of Human and Organizational Learning is currently accepting submittals for presenters for their Annual Learning Conference, which will be held June 12-16 in Portsmouth, Virginia.

We learn from failure, from disruption, and from design thinking; all are embraced in successful organizations.

The 29th Annual Learning Conference will bring together a community of organizational game changers who all share a common goal: learning faster and better and creating cultures where people can connect ideas and transfer learning to doing. Attending the conference may spark breakthrough ideas to foster innovation, add capacity to how your organization learns, and help you design resilient systems for humans and organizations.

For more information about the conference tracks, click [here](#). Additional information about the organization and their mission is available [here](#).

BEHAVIORAL PROJECT MANAGEMENT: PURPOSE, PLANNING, AND YOUR BRAIN

PMI Meeting February 7 from 5:30 pm to 7:30 pm PST

The February meeting of the local chapter of the Project Management Institute (PMI) will be hybrid, with the option to attend on-site (with dinner) or to participate virtually.

En route to a decision, the brain processes information through a series of thinking and feeling filters. The intention of the project and its plan is at risk when we are unaware of how the brain is actively changing the data it receives.

Presenter Dr. Josh E Ramirez will introduce the emerging science of behavioral project management and its implication for reliable planning. His focus will be on how the deeper, driving purpose of a project is so important, making it necessary to design our processes, metrics, interfaces, and skills around our central thinking and feeling machine: our brain.

Josh Ramirez is CEO and founder of The Institute for Neuro & Behavioral Project Management. His experience includes work in mega-projects and U.S. government projects; he also teaches project management at Columbia Basin College (Pasco) and Lewis University (Chicago).

Cost for the on-site meeting is \$25 for PMI members and \$30 for guests. There is no charge to attend virtually. For more information and to register, click [here](#).

BEST BOARDS WORKSHOP

February 10 from 4:30 to 6:30 pm PST in Richland

If you serve on a board of directors or have a board that oversees your organization, chances are you have had one of the following thoughts: "Why is my board so dysfunctional?" "The members of our board seem so disengaged." "What are my responsibilities as a board member?"

Maybe it's time to build a better board! Join Paul Casey of Growing Forward Services for an information-packed workshop that will give you tools and tips to help bring your board back into alignment. Learn more about:

- Attributes of an Ideal Board Member
- Ways to Orient Board Members to Set Them Up for Success
- Setting Expectations
- 10 Tips for Being a Great Board Member
- The Three Elements of Effective Board Meetings
- Tips for Avoiding Board Woes

Cost is \$49/person, and there is a group discount available for four or more board members. For more information, click [here](#).

STATISTICALLY VALID SAMPLING

**Cascades PNW ASQ Section Virtual Webinar
February 15 from 6:00 pm to 7:00 pm PST**

We've all experienced decisions that later turned out to be wrong. Basing decisions on data helps, but how much data, what kind of data, and how can we know the right way to proceed?

The Cascades PNW ASQ section's virtual meeting features presenter Paul Mullenix. The webinar will explore how selecting the right sample size and knowing how to select the observations correctly can make the difference in your decisions from data. Learn more about:

- Importance of sample size in decision making
- Finding sample sizes by knowing power, false signal rate and effect size
- Basic Do's and Don'ts of acceptance sampling

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

HOW TO INTEGRATE ISO 14001 TO YOUR ISO 9001

Free Live BSI Group Webinar

February 16 from 11:00 am to 12 noon PST

The revised ISO standards introduced the new concept of the Harmonized Structure (HS) in 2013 with ISO/IEC 27001:2013. This HS framework aligns many of the ISO standards and allows for a simplified and flexible approach to integrating them. Integration has many benefits including a reduction in duplication and more efficient audits.

The basic building blocks are common for many ISO Standards. Many companies have already implemented an ISO 9001 Quality Management System. By integrating ISO 14001:2015 into your existing QMS you'll enhance both your quality performance and your environmental performance as a result of the synergy that you will realize from integrating these two systems.

This webinar from BSI Group will outline the benefits you might realize - business benefits, certification benefits and benefits from an auditor's perspective. You'll see how straightforward it can be to achieve QMS/EMS integration and the resulting improvements. Click [here](#) to register.

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.

GET THE MOST OUT OF YOUR ASQ MEMBERSHIP

Pacific Region Virtual Meeting

February 22 – from 6:00 pm to 8:00 pm PST

It's a new year, ASQ has been transforming, and ASQ's Pacific Region team wants to make sure you are getting all the value you can out of your membership.

This meeting will share information and updates on:

- ASQ (the overall organization)
- Membership types/tiers (individual, senior, fellow, organization)
- Certification and recertification
- The ASQ Body of Knowledge (produced by ASQ members)
- myASQ Community (and opt-in settings)
- Where to find information about upcoming ASQ section and division events
- Other member benefits

Bring your questions and suggestions and join in a virtual networking meeting with peers across the ASQ Pacific Region, facilitated by various ASQ members and staff. There is no charge. Click [here](#) to register for this meeting.

2023 ASQ LEAN AND SIX SIGMA CONFERENCE

February 26-28 in Phoenix

Lean and Six Sigma tools are increasingly employed by organizations seeking to achieve - and sustain - continuous improvement throughout the enterprise. At the 2023 Lean and Six Sigma Conference, attendees will learn how to apply lean and six sigma tools to solve current and emerging challenges including a changing organizational culture, supply chain instability, environmental issues, data integration and technology adoption to drive beyond process-level improvements and realize sustained organizational results.

Cost is \$899 for ASQ members or \$1099 for non-members. Special rates are offered for ASQ student members. For more information and to register, click [here](#).

ARE YOU MAKING THE MOST OF myASQ?

The myASQ platform offers all ASQ members easily accessible information, meaningful networking, and interaction with like-minded quality professionals. It is a centralized, online resource designed to support members in learning and using quality tools.

If you have not already done so, please take a few minutes to log in, create a profile, and explore. We have an active, public ASQ Community there – check it out [here](#). You can also access information about other ASQ sections, upcoming events (virtual and in-person meetings, webinars) and more.



ASQ WORLD CONFERENCE ON QUALITY & IMPROVEMENT

May 7 - 10 in Philadelphia

Building on its legacy of innovation and improvement, the quality community is well-positioned to reinforce the essentials - total quality management, continuous improvement, ISO standards, data integration - and embrace emerging, universal concepts including culture, diversity and ESG (environmental, social, and governance).

Conference attendees will learn how quality processes and methodologies bolster their organizations' response to risks like supply chain, economic pressures, and global volatility, and help spark a culture of excellence and a sustainable, strong foundation for success.

Key focus areas for this year's conference: Supplier and Supply Chain Management; Risk, Resilience and Sustainability Tools; Quality's Impact on Leadership, Organizational Excellence, and Inclusion; and Emerging Professional in Quality (Career Primer).

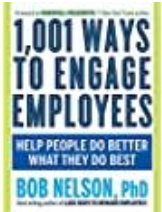
WCQI registration provides live, in-person access to:

- 3 keynotes, 60 concurrent sessions, and 6 workshops
- ASQ's Annual Meeting
- 2 networking receptions and 2 lunches
- Dedicated networking and product discovery in the Exhibit Hall
- Online access to concurrent session recordings for 45 days post-event
- 2.5 RUs

Early Bird Pricing (through March 7) is \$1249 for ASQ members, \$1449 for non-members, or \$399 for Student Members. For more information, click [here](#).

LAUGH TRACK...





1001 WAYS TO ENGAGE EMPLOYEES: HELP PEOPLE DO BETTER WHAT THEY DO BEST

Book by Bob Nelson, PhD

Employees are a company's most important asset. Attracting the best, getting them to do their best work, and keeping them in the organization are critical to company success.

Employee engagement has been consistently cited as a top and growing priority by CEOs, managers, and human resources leaders across the country.

This book is intended to help move an organization from just measuring the need to engage employees to actually changing management behaviors that will then lead to a stronger culture of engagement. Maximizing the contribution of team members is key. Included are research-based factors proven to impact engagement, examples of what successful companies are doing to enhance engagement, and practical insights, ideas, and advice.

Cost for this 288-page book is \$12.99. For more information, click [here](#).

HOW CAN YOU HELP A PANHANDLER?

from the Tri-City Union Gospel Mission website

Many people are unsure of how to help a person who is panhandling. If you give them money, what will it go toward? It's nearly impossible to say for sure, so consider some of these ideas instead:

Give a "Rescue Card" - Click [here](#) to print them out. They have the address and phone number for the Mission, where help is available.

Give a "Survival Pack" - If you are worried that the person will spend money on drugs or alcohol, consider giving them a Survival Pack - a gallon Ziploc bag with some helpful items. Here are some things to put in a pack:

- Pair of socks
- Scarf or cap
- Toothbrush & toothpaste
- Granola bars
- Bottled water
- Rescue card and a bus ticket to get to the Mission

If you choose to interact with someone panhandling, always treat them with love and respect, but also be cautious with anyone you don't know personally. Be kind. Be careful.

Help the Mission: Current urgent needs include bottled water, bus tickets, warm clothing, gloves, socks, paper towels, cough drops, and multivitamins. They are open for donations every day. You can also make a monetary donation online. Just \$2.25 will provide a meal, shelter, and other essential services to a homeless person. Click [here](#) for more information.



IT'S HEALTHY HEART MONTH!

Why do we observe American Heart Month every February?

Well, every year more than 600,000 Americans die from heart disease. The number one cause of deaths for most groups, heart disease affects all ages, genders, and ethnicities. Risk factors include high cholesterol, high blood pressure, smoking, diabetes, and excessive alcohol use.

Do you know how to keep your heart healthy? You can take an active role in reducing your risk for heart disease by eating a healthy diet, engaging in physical activity, and managing your cholesterol and blood pressure.

For some interesting facts about heart health and other resources, click [here](#).

2023 COLUMBIA BASIN ASQ LEADERSHIP TEAM January 1 - December 31, 2023	
Section Chair	Denise Clements
Secretary	Marcus Aranda
Treasurer	Robert Boykin
Membership Chair	Eric Clements
Nominations Chair	Jo Haberstock
Newsletter Editor	Robert Boykin
Programs Chair	Eric Clements
Publicity Chair	Jo Haberstock
Webmaster	Steve Prevette
Voice of the Customer 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 1st of the month.