

2023 COLUMBIA BASIN ASQ SECTION RECAP – AND 2024 PLANS

by Jo Haberstk

We just submitted our Annual Report to ASQ, in which we provide information about how we did in the past year. This includes membership/recruiting, meetings, our myASQ Community site, and more.

Membership/Recruiting Efforts: Membership in our section declined slightly last year. This is due in part to retirements and relocations. On the bright side, however, we gained six (6) new members!

Meetings/Offering Learning Opportunities: We held eight (8) virtual (via MS Teams) meetings and one site visit/tour in 2023. Many thanks to the great presenters who volunteered their time to share their knowledge and insights! Most meetings were well-attended; interestingly, the majority of attendees were from other ASQ sections (including Ann Arbor, Hawaii, and Montreal). We also provided information (via our monthly newsletters and website) about 58 other ASQ section and division meetings and events, and about 33 non-ASQ affiliated meetings/events so members would have a variety of topics to choose from each month.

myASQ Community: Our section's [myASQ Community](#) continues to provide a great area for news, networking, and discussions. We posted 35 "blogs" (news items, newsletters, etc.) and 14 discussion items in 2023. We hope to see more members visiting this area and becoming more active in 2024.

2023 Business and Budget Plans/Actions/Goals: We performed well within our planned budget for the year. Holding virtual meetings helped keep expenses down. We completed - and in most cases exceeded - all planned activities/goals on our 2023 Business Plan. We completed and submitted all required ASQ reports/activities on or ahead of the due dates.

2024 Plans: Our 2024 Business and Budget Plans are approved, and our section leadership team is actively working on the planned actions. These include recruiting new members and retaining current ones, providing interesting meetings and site visits, and more. If you have ideas for future meeting topics, presenters, or site visits, please let us know.

Our section operates solely on volunteer support, and I **encourage all members to consider stepping up to contribute your time and skills in the coming year.** Our continued success relies on our ability to broaden our leadership pool and integrate newer members. There are many ways to contribute and become involved. Please let us know if you are interested in opportunities to pitch in. It is truly rewarding and it's also a great way to expand one's professional network.

BUILDING TRUST

Submitted by Robert Boykin

Making a difference in the lives of others can comprise a single act and build trust, and it could be remembered for years to come.

About two scores ago, Jackson supervised a crew of workers responsible for custodial and maintenance at a nuclear facility. Crew members performed general upkeep in maintaining a high cleanliness standard required throughout the reactor containment building and its support facilities.

Occasionally, glycol would leak from pipes and spill on to the bottom floor of the containment building. Reaching the spill required descending multiple flights of stairs, then crawling around pipes to remove the glycol substance. Tools needed to clean up the spill consisted of pails, towels, absorbents, and a host of personal protective equipment (PPE). And the blow of mercy consisted of descending the stairs while manually carrying all the needed tools, equipment, and PPE. When the job was completed, crew members ascended the stairs carrying the tools, equipment, and PPE, as well as the absorbed substances. Note: An overhead crane hook and basket could be lowered to the containment bottom but was never accessible during the cleaning evolutions.

One hot summer day a spill occurred. Jackson and the crew mobilized and descended to the containment bottom.

The work proved difficult that day due to extreme heat and the amount of spill that was present. Nonetheless, the crew performed well. One half hour into the job, people were heard descending the stairs. Sounds on the metal steps consisted of tap-tap noises, not the usual boom-boom when workers came down the stairs. Jackson and the crew looked up and saw that the plant manager and president of the company were observing them. The president said he was in the plant when the announcement of the spill was made and came down to see what the crew was doing right. The crew appeared stunned. Never had the president nor the plant manager observed their work before, particularly at the bottom of the containment building.

The president asked the crew if they had all the materials needed to perform the work safely, and one brave soul said "no sir". After the president was informed about the lack of overhead crane support to lower and raise the supplies, he thanked the crew for doing a good job and for performing work safely, turned, and was gone.

About 15 minutes later crane access hatches began to open. An operator appeared with two radios, handed one to Jackson, spoke into the other radio, and down came the basket. The operator asked Jackson to radio when ready and the basket would be hoisted to the top floor with the tools and equipment on board.

Needless to say, that single act by the company president was remembered by Jackson and the crew nearly 40 years later. Now, top this story like I know you can. Go forth, build trust, and make a positive difference in the lives of others.

Be well and be safe.

~ Robert

February 5, 2024 Invitation from Ann Arbor Section Virtual Meeting

DATE:

Monday,
February 5, 2024

Strategic Planning

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



Paul Prunty, CMQ/OE, CQE, CSSBB

Time:

2:30 pm – 5:00 pm PST
(check website to confirm)

Welcome & networking will begin at 2:30, followed by the presentation at around 3:00.

Cost: Free for ASQ members and non-members

To register for this WebEx meeting, click [here](#).

Attendance at this meeting earns RUs toward ASQ recertification.

Additional information about the Ann Arbor ASQ section is available [here](#).

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

A strategic plan helps define and share the direction you and/or your organization will take in a planned period of time (often a three- or five-year plan). It includes vision and mission statements, goals, and the actions required to achieve those goals.

Having a clear sense of where you/your organization is going helps keep everyone on track and working on the right projects in order to make the most impact.

This presentation will provide a high-level overview of strategic planning, illustrating the use of some common quality tools in non-typical applications. It is a basic overview of the tools vis-a-vis an in-depth tutorial.

The primary example in Paul's presentation is one of *personal strategic planning* and will encompass:

- SWOT Analysis
- Force Field Analysis
- Checklists
- SMART Goals
- PDCA

About the speaker: Paul Prunty is an ASQ Fellow with leadership in diverse operational settings including process industries, assembly and test, close tolerance machining, electronics, office furniture, and plastics compounding. As part of organizational leadership teams, Paul has facilitated process improvement and performance excellence in various operational settings including multiple plant operation, tiered automotive supply, plant relocations and greenfield start-ups and has successfully implemented and maintained Quality Management Systems such as ISO 9001 and TS/IATF 16949.

Paul's credentials and certifications include ASQ Certified Manager of Quality/Organizational Excellence (CMQ/OE), Six Sigma Black Belt, ASQ Certified Quality Engineer (CQE), and Adjunct Professor (Quality Science Curriculum). Paul has a Bachelor of Science in Electrical Engineering (BSEE), and Masters in Science (Management).

DATE:

Thursday,
February 15, 2024

Communication Skills for Quality Professionals

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

Time:

4:00 pm – 5:30 PST
(check website to confirm)

Section Business starts at
4:00, with the presentation
starting at about 4:15.

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

Registration is required.
Click [here](#) to sign up for this
WebEx meeting.

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

For more about [Austin ASQ](#),
check their myASQ
Community.

For more information about
our Columbia Basin ASQ
section and other upcoming
events: www.asq614.org/ or
[myASQ community site](#).



**Lesley Worthington, Founder
Worthington Coaching and Consulting**

Effective communication is vital to having an effective quality management system. Communication connects all aspects of an organization, from employees and suppliers to customers and regulatory bodies.

Communication is essential for ensuring that everyone understands and is working toward the same goals, using the same processes, and following the same quality standards.

Do you want to learn how to have better Quality conversations that inspire and motivate the people in your organization? And get everyone on board?

Join us for an insightful talk on February 15. We will explore the benefits of a culture of quality and how to influence others to buy into this mindset. We will also discuss effective communication strategies for reaching the different types of people you need to talk to at work.

With examples and practical tips, you will learn how to build trust, break down resistance, and gain commitment so that you can get your company moving closer to having a shared mindset of Quality.

About the speaker: Lesley Worthington is a certified executive coach with a Bachelor of Science degree from the University of Toronto and Juris Doctor from Osgoode Hall Law School, York University. Her work experience includes nearly two decades in quality assurance and regulatory affairs roles in the medical device industry.

Lesley works with individuals and teams to fine-tune Quality conversations, initiatives, and internal communications to create a better understanding of the role and concepts of quality assurance throughout their organization. She is passionate about providing clients with the skills, techniques, insights, knowledge, and mindset to raise their confidence, take their communication skills to the next level, and allow them to have a positive impact in their organizations.

DATE:

Wednesday,
February 21, 2024

Artificial Intelligence (AI) in Supply Chain Including Quality Control and Systems

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 PST

Dr. Oliver Perez, PMP, CSBB

Senior Director of Engineering, Edwards Lifesciences

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

AI is everywhere these days! For many individuals, these are exciting times, as the possibilities may appear unlimited. To others, innovative technologies may be seen as disrupting industries and creating unimaginable new challenges. AI can turn questions into discovery, insights into action, and imagination into reality.

Cost: Free for ASQ members and non-members

AI is neither a new subject nor a new academic field of study; but only in recent years has it been making headlines by adapting processes in diverse areas, including supply chain management (SCM).

To register for this online/virtual meeting, please RSVP with your name, email, ASQ affiliation (member and section, or non-member), to denise.clements@aecom.com by February 18 for planning purposes and to receive RU credit following the meeting.

Join us on February 21, to learn more about how AI is currently being developed and/or used in supply chains:

- Demand Forecasting and Planning / Managing Inventory
- Optimizing Warehouse Management Systems
- Enabling Supply Chain Visibility
- Transportation Optimization: Identifying Shipment Delays
- Predicting Production Bottlenecks and Disruptions
- Helping with Quality Control and Improving Customer Service
- Helping Ensure Worker Safety

Attendance at this meeting earns 0.5 RUs toward ASQ recertification.

About the speaker: Dr. Oliver Perez is Senior Director of Engineering, Edwards Lifesciences. With over 20 years of experience as a senior engineering executive in the medical device industry, he is passionate about leading global teams, developing cutting-edge technologies, and optimizing manufacturing processes to deliver high-quality products that improve lives. He is a certified Lean Enterprise, Project Management Professional, and Six Sigma Black Belt, with a strong background in electrical and electronics engineering, automation, and digital transformation.

For more information about our ASQ section and other upcoming events:

www.asq614.org/ or our [myASQ community site](#).

Dr. Perez is responsible for the direction and execution of a global manufacturing technology and automation strategy, integrating state-of-the-art solutions such as automated cells, inspection systems, OEE, e-DHR, and augmented reality. He also streamlines technology asset vendor procurement procedures to fortify the supply chain and ensure seamless global deployment.

GET YOUR FREE GIFTS THIS MONTH!

Be sure to check out the free ASQ Member Gifts this month. Every month the focus is on a different aspect of quality, and the gifts 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 by February 29.

UPCOMING ASQ CERTIFICATION EXAMS

Applications are now being accepted for the following exams scheduled for April 1-30, 2024. The application deadline is March 10.

- CQA (Quality Auditor)
- CQE (Quality Engineer)
- CQIA (Quality Improvement Associate)
- CSQE (Software Quality Engineer)
- CSSGB (Six Sigma Green Belt)
- CQPA (Quality Process Analyst)
- CCT (Calibration Technician)
- CPGP (Pharmaceutical GMP Professional)

Certifications are a great way to help advance your career, improve your organization, and prepare you to be a more accomplished and effective quality-focused professional. And ASQ members save \$100 off the usual (non-member) fee for each exam.

Click [here](#) to sign up or for more information.



Think like a winner and you will become a winner.

LISTEN, LEARN, LEAD, AND LIVE QUALITY IN 2024!

Message from ASQ Board of Directors

Check out this short [video and message](#) from 2024 Board Chair Wanda Sturm.

Some of the highlights regarding 2024 plans:

- Four key focus areas for 2024 – Listen, Learn, Lead, and Live Quality
- Membership and meeting member needs - Between January and October of 2023, there were 933 WebEx virtual events held by ASQ geographic and technical communities. Marketing other section and division meetings and offering virtual options allows everyone to share more information and learn new things
- Global Community – Modernizing ASQ by-laws and governance to better meet the needs of members
- Create a sense of belonging to every member – Listen and value the opinions and ideas of others - Learn from long-term members and also from younger members, who may be breaking ground and coming up with innovative ideas
- Lead – Active involvement of members enriches the collective knowledge and expertise within our sections, divisions, and communities
- Live Quality - Live it in our day-to-day lives

ASQ Board meetings will be held in March, May, and November of 2024, and the Board has committed to sharing more information about ASQ and Board activities with members on a regular basis.

AGRICULTURE RESEARCH PROJECTS

Project Management Institute

February 6 Hybrid Meeting in Kennewick

Agriculture Development Group, Inc. (ADG) was founded in 1998 to conduct independent research and provide consulting services to the agriculture industry and has three ongoing research farms. Their primary research farm is located 15 miles north of Pasco on 100 acres of highly productive farmland in the Columbia Basin. With sandy loam soils and a hot dry climate, this area provides ideal growing conditions for over 100 crops. ADG also has a second research station in Western Washington, as well as a research presence in Wenatchee with a focus on tree fruit.

Presenter Alan Schreiber will discuss several of their projects and how they use project management tools in their work.

This is a hybrid meeting, with on-site networking and dinner (\$40) at CG Public House starting at 5:30 pm. The virtual/Zoom meeting (\$10) starts at 6:30 pm. [Registration](#) is required.

THE UNSUNG HEROES OF CHANGE: MIDDLE MANAGERS AND THEIR IMPACT ON THE EVOLVING WORKPLACE

HRDQ-U Webinar

February 7 from 11:00 am to 12:00 pm PST

This webinar will explore the ever-increasing critical role of middle managers in navigating the future of work.

As organizations grapple with complexities and uncertainties in the world, middle managers emerge as strategic partners, crucial in realizing organizational visions going beyond mere executors of top-level decisions.

Drawing insights from research and industry experts, presenter Jeff Heil will focus on the importance of empowering middle managers and reimagining their role in driving organizational success.

Highlights of the webinar:

- Understand the evolving role of middle managers in the future of work and their impact on organizational success
- Explore the challenges and opportunities middle managers face in adapting to an evolving workplace, including the impact of AI, remote work, and changing demographics
- Identify the key skills and capabilities middle managers need to excel in their role (e.g., change management and facilitation)
- Recognize the importance of senior managers in supporting and empowering middle managers to succeed in their expanded roles
- Discover strategies for empowering middle managers, including reducing administrative tasks, providing autonomy, and fostering a culture of coaching and development

There is no charge to participate. More information and the registration link can be found [here](#).

QUOTE OF THE MONTH

“A lie doesn’t become truth, wrong doesn’t become right, and evil doesn’t become good just because it’s accepted by a majority.”

~ Booker T. Washington

DEPLOYING DESIGN OF EXPERIMENTS TO IDENTIFY VITAL FACTORS THAT AFFECT QUALITY

ASQ Statistics Division Webinar

February 7 from 11:00 am to 12:00 pm PST

If done properly, design of experiments (DOE) can provide huge process improvements via small screening studies. Unfortunately, many quality engineers deploy designs such as Plackett-Burmanns (PBs) that cannot resolve main effects from potential interactions. This WebEx presentation will present more suitable experiment-designs for reliable identification of vital factors that affect quality.

Attendees will learn more about the fine line of reliable screening at a minimum number of experimental runs. The pitfalls of PBs - these designs confounding main effects with two-factor interactions - will be illustrated definitively by example.

Presenter Mark Anderson, an Engineering Consultant with Stat Ease, Inc., will:

- Provide a primer on experiment-design resolution
- Flowchart a sequential strategy of experimentation for screening, characterization, optimization, and ruggedness testing
- Explain why Resolution III standard two-level factorials and PB designs, commonly recommended for screening, do not work very well for screening
- Lay out the advantages of Resolution IV designs for power, reliability for screening and upside potential for revealing breakthrough interactions
- Give a ‘heads-up’ to modern minimum-run screening designs

There is no charge for this webinar; but [registration](#) is required.

GET YOUR COMPETITIVE ADVANTAGE

Live Webinar with Jon Gordon - February 8 at 9 am PST

Positivity is the competitive advantage in business, sports, education, sales, and life. But how do you get it and activate it?

Join best-selling author and coach Jon Gordon for this free webinar, where he will share research and evidence-based strategies, including seven things everyone must do if they want to give themselves and their team a competitive advantage. Jon will discuss:

- How to activate your winning mindset - actionable strategies to cultivate positivity within yourself and your team
- 7 must-do strategies - crucial actions that will propel you ahead and set the stage for greater success
- The science of positivity - the profound impact positivity has on success, backed by solid research and evidence
- Team empowerment – how to foster a culture of collaboration, productivity, execution, and success

Register for the webinar [here](#).

JUDGES NEEDED FOR 2024 MID-COLUMBIA SCIENCE FAIR

Applications due February 13

The Mid-Columbia Regional Science and Engineering Fair (MCSF) Association is a non-profit 501(c)3 organization which exists to organize and hold the annual fair. It is the oldest science fair in the state and is performed 100% by volunteers and funded by generous organizations and individuals. The fair brings together students from Eastern Washington and surrounding areas who get a chance to show off their scientific prowess to the judges and the public for learning, fun and awards. About 300 middle and high school students are expected to compete in this year's event, which will be held at Columbia Center Mall in Kennewick on March 7.

The fair is open to any student, grades 6 through 12, in the Central and Eastern Washington region (Adams, Asotin, Benton, Chelan, Columbia, Douglas, Franklin, Garfield, Grant, Kittitas, Klickitat, Okanogan, Walla Walla, and Yakima Counties). Additional details about the schedule, display dates, and awards ceremony can be found [here](#).

About 130 qualified 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, and role models who encourage them to choose STEM education and careers.

More information about the judging process and criteria and to sign up to volunteer is available [here](#).

GENERATIVE AI TRENDS IN THE WORKPLACE

HRDQ-U Webinar

February 14 from 11:00 am to 12 pm PST

Artificial Intelligence (AI) is fundamentally reshaping the way we work, interact, and engage with each other and our customers. From automating routine tasks to facilitating better decision-making, AI is enabling businesses to become more efficient and customer-centric.

How can you effectively leverage Generative AI in your organization to drive efficiency, superior decision-making, and enhanced customer engagement?

This webinar with Judith Cardenas, Ph.D., will discuss how to evaluate Generative AI solutions for your organization, and how to identify areas in your business where Generative AI can have the biggest impact. You'll also get the chance to engage in a Q&A session and share your thoughts on this transformative technology trend.

There is no charge, but [registration](#) is required.



DONATE TO SIGN FRACTURE FEBRUARY 1-14 AND DOUBLE YOUR IMPACT

SIGN Fracture Care started in 1999 in their facility in Richland. They developed an innovative implant system for treating patients in low-resource hospitals. The system can be used without expensive x-ray imaging or electricity. They build sustainable orthopaedic capacity in low- and middle-income countries by educating local surgeons to care for and treat patients in their home communities. SIGN surgery enables individuals with severely broken bones to walk again, usually within one week of surgery.

SIGN works with surgeons and hospitals in more than 50 countries, including Angola, Zimbabwe, Ecuador, Venezuela, Bangladesh, Nepal, Yemen, Papua New Guinea, and Ukraine.

Donations help provide instruments and implants so even more people can heal. All gifts received between February 1 and 14 will be matched, up to a total of \$75,000. Learn more about SIGN and their programs [here](#).

CALL FOR NOMINATIONS FOR 2024 TRI-CITIAN OF THE YEAR

Nominations Accepted until March 9

Do you know someone in our area deserving of special recognition?

The Tri-Citian of the Year exemplifies the highest standards of community service, leadership, and the voluntary contribution of selfless acts to positively impact community development, economic growth, and the overall well-being of humankind.

The awards program recognizes volunteerism by celebrating and honoring outstanding examples of service above self. This is a community-wide effort involving and recognizing as many Tri-Citians as possible and is administered by local Rotary and Kiwanis clubs.

Basic criteria for selection: The Tri-Citian of the Year demonstrates a high standard of varied volunteer service which demonstrates outstanding leadership and contributes to positive community development and economic impact, causes broad positive impact to people, and improved quality of life in the Tri-Cities.

This year's awards program will be held on April 25 at the Three Rivers Convention Center in Kennewick. The keynote speaker will be Michael A. Jackson, former professional football player, who played linebacker for eight seasons with the Seattle Seahawks. Michael's roots are in the city of Pasco, having graduated from Pasco High in 1975 and attending the University of Washington on an athletic football scholarship. As a Husky, he set multiple football records that still stand today. Following his time there, he spent the next eight years of his career starting as linebacker for the Seattle Seahawks.

More information and the nomination form are available [here](#).



30th ANNUAL COMMUNITY OF HUMAN AND ORGANIZATIONAL LEARNING CONFERENCE

June 10 - June 14 in Las Vegas

The Community of Human and Organizational Learning (CHOLearning) started in nuclear generation, and today they have representatives from the broader utility industry, mining, medical, transportation, oil and gas, manufacturing, government, military, and the consulting industry that supports them. They have also expanded into professions associated with high reliability organizations, resilience engineering, human behavior sciences and more. The widening of the attendee base brings more opportunities to hear innovative ideas from a wide variety of sources.

Through the continual use of monthly webinars and annual conferences, the CHOLearning serves as a place encouraging professional growth, open dialog and building resilient organizations.

As the workforce continues to proceed into an increasingly virtual world, new formats for dialog and learning will emerge.

The annual conference will be held June 10-14 in Las Vegas, and includes five learning tracks:

- Human & Organizational Performance/Safety II/Serious Injury & Fatality
- Cause Analysis/Corrective Actions
- Data Analytics/Data-Driven Decision-Making
- High-Reliability Organizing/Resilience Engineering
- Culture Change and Sustainability

All of these disciplines and approaches share a fundamental focus on improving systems, including organizational, operational, or decision-making systems. They emphasize learning from experiences, valuing insights from the people directly involved (like front-line workers), and fostering a culture of continuous improvement and resilience.

Cost for one pre-conference workshop plus the three-day conference is \$1795 (early bird rate, ends March 15).

Additional information can be found [here](#).

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 24th of the month.

ASQ'S 2024 WORLD CONFERENCE ON QUALITY & IMPROVEMENT

May 12-15 in San Diego

When quality systems are successfully implemented and a culture of quality is fostered, the results are lasting solutions that benefit individuals, organizations, and society.

Building on over 70 years as the quality community's leading event, ASQ's World Conference on Quality & Improvement (WCQI) connects quality professionals to the processes, technologies, and experts that can deliver curated results for their organization.

With the new ability to customize schedules based on experience level, attendees will learn how to fortify essential quality methodologies within their teams while preparing to meet future challenges with sustainable quality solutions.

Key focus areas for this year's conference:

- Transforming Leadership
- Shaping Processes
- Tools and Beacons

This year's conference includes 60 concurrent sessions, three keynote sessions, 10 case studies, six workshops, and "After 5" sessions.

Cost is \$1,499 for ASQ members; \$1,699 for non-members; \$1,124 for member leaders; and \$199 for student members.

More information and the registration form are available [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.

PAYING-IT-4WARD IN 2024

by Paul D. Casey

I believe in the transformative power of "paying it forward" — a commitment to selflessly contribute to the well-being of others, creating a ripple effect of positive change.

We just began a "new" year. What are some of *your* manifesto declarations for paying it 4ward?

Here are a few ideas:

1. **Inspire Positive Change:** Recognize that small actions can lead to significant impacts. Commit to inspiring positive change by initiating and supporting projects, initiatives, and endeavors that benefit others.
2. **Cultivate Generosity:** Actively seek opportunities to give back to the community, whether through time, resources, or acts of kindness. Understand that generosity is a catalyst for positive transformation.
3. **Embrace Compassion:** Approach every interaction with empathy, understanding, and an open heart. In the face of adversity, I choose compassion as my guiding principle.
4. **Lead by Example:** Be a beacon of positivity and integrity. Through actions, aspire to motivate others to join the movement of paying it forward and creating a world filled with kindness.

Paul D. Casey is an ACC-certified coach with the International Coaching Federation, a Master Trainer, and a member of the National Speakers Association. He has given almost 300 presentations in the past four years and is a leading authority on leadership and personal growth. He was honored as an Entrepreneur of the Year in the Tri-Cities in 2021. Through his company, [Growing Forward Services](#), Paul has partnered with his corporate and individual clients to transform their vision, their habits, and their lives.

2024 COLUMBIA BASIN ASQ LEADERSHIP TEAM January 1 - December 31, 2024

Section Chair	Denise Clements
Secretary	Jill Connolly
Treasurer	Cindy Taylor
Membership Chair	Eric Clements
Nominations Chair	Emily Wilson
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
Education Chair	Vacant
Community Outreach Chair	Vacant

