

IT'S ALMOST WCQI TIME! WORLD CONFERENCE ON QUALITY & IMPROVEMENT

by Jo Haberstk

Who is planning to attend WCQI? If you have the opportunity to participate this year, I hope you will!

This year's event is being held May 12-15 in San Diego. What a great location! There are so many fun and interesting things you could do in the area before, during (after hours), and after the conference.

Building on over 70 years as the quality community's leading event, ASQ's World Conference on Quality & Improvement 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. When quality systems are successfully implemented and a culture of quality is fostered, the results are lasting solutions that benefit individuals, organizations, and society.

The previous paragraph was taken from the WCQI website. And it's true and it's good information.

But if you've never been to one of these conferences and really want to know what they are like or what to expect, I wanted to share a little about my own past experiences.

I'm not going to be able to attend this year's conference, but I have participated in several of them in the past. I have to admit that my favorite past conferences were actually the Association for Quality & Participation (AQP) Spring conferences (this was before AQP merged in with ASQ many years ago). I remember lots of fun times in great cities, including Baltimore, New Orleans, Orlando, San Antonio, and more. And some really great keynote speakers – Tom Peters, Ben & Jerry (yes, we also got ice cream!), Morris Massey, Rick Pitino, and others.

I have also participated in several of ASQ's WCQI events in various cities more recently and experienced other great speakers and presentations. The educational sessions offer something for everyone, with topics covering quality tools and techniques, data management, risk management, using games for teambuilding and problem solving, software and AI applications, and more.

This year's conference includes 60 concurrent sessions, three keynote sessions, 10 case studies, six workshops, and "After 5" sessions. There will be many opportunities to meet other quality professionals and network. The full program can be viewed [here](#). More information and the registration form are available [here](#).

WHAT ARE THE CHARACTERISTICS OF ETHICAL PEOPLE IN THE WORKPLACE?

information compiled by Robert Boykin

According to many pundits, ethics is one of the most desirable characteristics in potential job candidates, as a strong ethical base improves the likelihood that the individual will be a safe, productive, and upright employee. Many of the attributes associated with an ethical person are ones that businesses hope to have in their workforce. Let's see if we possess some of the top tier characteristics.

Honesty: Ethical workers value honesty and are honest at all costs. This means that they remain honest even when being honest isn't the easiest road to take. For example, if an ethical employee makes a mistake, they do not lie about the situation in an attempt to make themselves seem less culpable. Having an employee who is overtly honest allows management to trust the employee more implicitly and rely upon them.

Responsibility: Workers who are ethical take responsibility seriously and do all that they can to complete the tasks with which they are charged. These individuals do not shirk responsibility and attempt to fly under the radar but instead embrace the opportunity to take a leadership role.

Reliability: When ethical team members say they are going to do something, they follow through. They are reliable at all times and can be trusted to complete projects of great importance. Because these individuals do as they say they will, they are often go-to people within the workplace.

Goal-Oriented: Ethical individuals are often goal-focused and able to dedicate themselves fully to their job tasks. These individuals often recognize the importance of working to better themselves and improve the overall success of their company. They are willing to work toward reaching potentially challenging goals.

Job-Focused: Ethical employees remain focused on their jobs at all times, not allowing themselves to become distracted, as doing so pulls them away from the duties of their occupations. These individuals are never found working on a task that is not related to the job in question, as they recognize that their on-the-job time is to be spent only doing job-related tasks.

*Are these characteristics that YOU possess? I feel quite confident that if I were to ask any of you who are reading this article your answer would be a resounding **Yes**.*

DATE:

Wednesday,
May 15, 2024

EPRI: Enduring, Accelerating, and Collaborating with Others

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

Time:

6:00 pm – 7:30 pm PDT

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

Cost: No charge for ASQ members or 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.clements@aecom.com by May 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 ASQ section and other upcoming events: www.asq614.org/ or our [myASQ community site](http://myASQcommunity.site).



Jessica Lemieux

**Program Manager, Nuclear Quality Management
Electrical Power Research Institute (EPRI)**

Founded in 1972, EPRI is an independent non-profit energy research, development, and deployment organization, with three specialized labs. Their experts collaborate with more than 450 companies in 45 countries, driving innovation to ensure the public has clean, safe, reliable, affordable, and equitable access to electricity across the globe.

Rooted in science and rigor, EPRI collaborates with scientists, engineers, government, and experts from academia and industry to shape and drive technology advancement by pushing the frontier of innovation from concept, pilot, operation to end-of-life. Their mission is accomplished by an extensive research network and a comprehensive advisory structure. Organizations engaging in EPRI research, development, and demonstration programs have unique opportunities to:

- Identify and solve critical and emerging industry issues and stay at the forefront of technology innovation
- Gain access to a comprehensive and timely RD&D portfolio
- Collaborate and network with industry peers through advisory councils and committees
- Implement technology through the support of EPRI researchers and technical advisors
- Reduce future investment risks
- Inform policies with objective, science-based findings and facts

Join us on May 15 to learn more about how EPRI's global collaboration and technology innovation is helping to shape the future of energy.

About the presenter: Jessica Lemieux joined EPRI in 2013 and is the Program Manager for Nuclear Quality Management at the Electric Power Research Institute (EPRI), where her primary role is providing the infrastructure for EPRI's activities to comply with U.S. Nuclear Regulatory Commission regulations and ISO 9001. Previous experience includes supporting new U.S. nuclear construction with VC Summer and Vogtle as well as seven years as a Senior Quality Specialist with the U.S. Department of Energy at the Nevada Test Site.

Jessica is a certified Nuclear Lead Auditor, and a member of the Nuclear Procurement Issues Corporation (NUPIC) and Nuclear Industry Assessment Corporation (NIAC).

Channel Cities & San Fernando Valley ASQ Sections

DATE:

Tuesday,
May 21, 2024

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

Time: 6:00 pm – 8:00 pm PDT

Cost: No charge for ASQ members and non-members

Registration is required for planning purposes and to receive RU credit following the event.

<https://app.memberplanet.com/#/event/asqsanfernandovalleysection/auditsintheprojectmanagementlandscape>

Attendance at this event earns RUs toward ASQ recertification.

Information about Channel Cities ASQ Section 709: [Channel Cities Section - American Society for Quality \(asq.org\)](https://www.asq.org/channel-cities-section)

Information about San Fernando Valley ASQ Section 706: [San Fernando Valley Section - American Society for Quality \(asq.org\)](https://www.asq.org/san-fernando-valley-section)

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

Audits in the Project Management Landscape



Jennifer Young Baker, PgMP, PMP, SSMBB Project, Program and Portfolio Management Professional

Quality Audits are a vital and necessary part of a project's life cycle. They require time to plan and effectively execute.

Quality auditors are champions for quality, compliance, and continuous improvement. A well-led audit will independently determine if a project activity complies with the policies, procedures, and processes of the organization or project.

Quality does not happen automatically nor is it one-dimensional.

Jennifer will share some of her experiences from working with and inside several project management offices (PMO), including:

- Significance of Quality Audits within the project management landscape
- Quality indicators and measures relevant to project management
- Embedding Quality within project management and component projects
- How to implement Quality measures and ensure more predictable, measurable outcomes for the organization

About the presenter: Jennifer Young Baker has over 30 years of experience managing projects, programs, portfolios, and PMOs for Fortune 500 companies, including Amtrak, Due Energy, United Rentals, and Marriott. She has developed or co-developed master's degree programs at Georgetown University, Northeastern University, Wake Forest University, and the University of Southern California. She currently teaches in the MBA Program at Wingate University, the MSPM program at the University of Southern California, and the Professional Studies area at the University of North Carolina at Charlotte.

Jennifer received her MS in Project Management from Northeastern University and holds PMP, PgMP, PfMP, CB-PMO, ITIL, BRMP, SAF3-SA, and SSMBB certifications.

She is active in the Project Management Institute, having graduated from the PMI Leadership Institute Master Class in 2015, and is currently serving on the Advanced Credentials Committee for PMI. She regularly presents academic and professional topics for PMI and ASQ.

CHECK OUT YOUR FREE MONTHLY GIFTS!

Don't forget to log in to the ASQ site and get your free ASQ Member Gifts in May! Each 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 May 31.

UPCOMING ASQ CERTIFICATION EXAMS

ASQ Certification has impacted careers for decades with over 400,000 certifications issued worldwide. Offering independently accredited certifications with a proven track record, you can be confident that your certification will maintain its value throughout your career. By achieving ASQ Certification, you join a proud legacy of quality professionals and demonstrate your pursuit of excellence through quality. Acquire the knowledge to position yourself and your organization ahead of the competition and get certified by ASQ today!

Applications are now being accepted for ASQ Certification exams scheduled July 1-31. The application deadline for the following certification exams is June 9:

- 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 (there are 18 different certifications offered), click [here](#).

BREAKING DOWN AI: OVERVIEW AND BASICS

Offered by the Mid-Columbia Chapter of PRSA

May 1 from 12:00 pm to 1:00 pm PDT

Learn from experts about best practices, tools, and practical skills needed to leverage artificial intelligence for clear, compelling communications as part of the first event in series offered by the PRSA Mid-Columbia Chapter.

Through this Zoom webinar, Quentin Kreilmann, technology strategist at Pacific Northwest National Laboratory, will discuss current AI tools and how to use them in the communications and public relations fields.

Cost is \$15.00. More information and the registration form can be found [here](#).

UNDERSTANDING AND IMPLEMENTING NDAs AND NCNDs IN AI DEVELOPMENT

Austin ASQ Section Virtual Meeting

May 8 from 4:00 pm to 6:00 pm PDT

Would you like to learn more about non-disclosure agreements (NDAs), non-circumvention & non-disclosure agreements (NCNDs), and the differences and importance of each?

Presenter Robert R. Kiesling will share information about the fundamentals and essential clauses, extra clauses to consider, and specific challenges and considerations for NDAs and NCNDs in AI development.

There is no charge for attendance. More information and registration can be found [here](#).

UNLEASH THE POWER OF EXPERIENTIAL LEARNING

HRDQ-U Webinar

May 8 from 11:00 am to 12 pm PDT

How can you capitalize on the power of experiential learning to drive behavioral change in your organization? What makes an activity an effective experiential learning activity? What is the difference between a game that simply entertains and an experiential activity that leads to thought-provoking reflection and lasting behavioral change in the workplace?

Presenter Jamie Thompson will discuss the principles of experiential learning that can be used to encourage participants to take responsibility for their own development, think critically about their individual and team behavior, develop strategies for improving performance, and drive behavioral change in your organization.

Attendees will learn:

- A new take on effective experiential learning
- How to use experiential learning with the most senior participants
- How to embrace ambiguity and uncertainty in your learning design
- How to use experiential learning for so much more than team development
- New ideas to reflect on and feel compelled to take action

There is no charge for this live event, but [registration](#) is required.

ARE YOU ACTIVE IN 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. Our section has an active, public ASQ Community there - check it out [here](#).

BUSINESS AFTER HOURS – NETWORKING EVENT

May 9 from 4:00 pm to 6:00 pm PDT in Richland

With the growth our community continues to experience, the Tri-City Regional Chamber offers monthly opportunities to meet and network with other business professionals at existing and new businesses in our area. Each month a different sponsor hosts the event and has the opportunity to showcase their goods and services amid a fun and social atmosphere.

Join others on May 9 at Barnard Griffin Winery in Richland and have some fun! There is no charge to attend. Bring a friend with you. More information is available [here](#).

WHERE DID OUR ETHICS GO? TRENDS AND CONSIDERATIONS

Offered by the Mid-Columbia Chapter of PRSA

May 14 from 12:00 pm to 1:00 pm PDT

Presenters Dianne Danowski Smith, Publix Northwest PR, and Janet Lee Johnson, AI Governance Group, will unpack some early thoughts and findings around ethics, copyright, and content development best practices. Pick up some practical wisdom for using AI tools in this Zoom webinar.

Cost is \$15.00. More information and the registration form is available [here](#).

2024 PROPOSED ASQ BYLAWS CHANGES

NOTE: Voting closes on May 14

Just to be sure all ASQ members read the April 26 email communication from ASQ and vote...

The ASQ Board of Directors is dedicated to modernizing the bylaws to enhance association management, elevate the member experience, improve efficiency, and align with the Society's strategic plan. Proposed bylaws changes will allow ASQ to withstand the test of time and continue a trajectory of excellence. The proposed changes below have been approved by the ASQ Board of Directors.

[Bylaws Phase 1 Recommendations Board Approved](#)

[Rationale Recommended Bylaws Changes](#)

[Bylaws Proposed Revisions Frequently Asked Questions \(FAQ\)](#)

- Members should carefully review the proposed changes as well as the accompanying rationale and FAQs documents. Regular members in good standing will receive a communication from Simply Voting asking you to cast your vote. Please make sure to add vote@simplyvoting.com to your safe sender list.
- Voting opened by electronic ballot on April 26 and will remain open until 5:00 PM PDT on May 14. Results will be announced at the 2024 Annual Meeting.
- Questions? Send an email to governance@asq.org.

TECHNOLOGY THROUGH THE YEARS: THE ROAD TO SELF-DRIVING CARS

Greater Detroit ASQ Section Virtual Meeting

May 16 from 3:00 pm to 4:30 pm PDT

Self-driving vehicles – this is not a new concept. But the background is quite interesting.

Presenter Sharan Kalwani, an industry technology specialist, will dive deep into the history of past attempts made at creating self-driving cars and will trace the recent interest in what is carefully referred to by the industry as an advanced driver assistance system (ADAS). This includes electronics, software/hardware, and machine intelligence, as well as some of the legal aspects and other challenges.

There is no charge for attendance. More information and registration can be found [here](#).

FUNDRAISER – WALK AND ROLL ALONG THE COLUMBIA

Benton Franklin PFLAG Annual 3K

May 18 from 10:00 am to 1:00 pm PDT

PFLAG is the nation's largest organization dedicated to supporting, educating, and advocating for LGBTQ+ individuals and those who care about them. PFLAG's network of hundreds of chapters and more than 325,000 members and supporters are helping create an equitable and inclusive world where every LGBTQ+ person is safe, celebrated, empowered, and loved.

Participants in the May 18 fundraising event will walk, skate, bike, or roll along the Columbia River at Chiawana Park in Pasco. There will be food trucks, a Resource Fair, and yard games for all to enjoy! All proceeds from the event will go toward PFLAG Benton Franklin to continue education and awareness within our community.

Registration cost is \$25, which includes a food and drink ticket. The first 200 to register will also receive a special commemorative item. Additional event information and the registration form can be found [here](#).

QUOTE OF THE MONTH

"You have your way. I have my way. As for the right way, the correct way, and the only way, it does not exist."

~ Friedrich Nietzsche

MODERN LEADERSHIP: FROM “TOP-DOWN CONTROL” TO ENGAGED PEOPLE

Association for Manufacturing Excellence (AME)
Seattle Consortium Virtual Webinar
May 20 from 1:00 pm to 2:00 pm PDT

In today's dynamic and competitive corporate landscape, achieving high levels of employee engagement has become critical to organizational success.

O.C. Tanner is a global leader in strengthening organizational culture through meaningful employee recognition. Over the last 25 years, the company has learned that leader standard work is key in helping leaders carve out the time they need to coach their employees during one-on-ones.

Presenter Gary Peterson will share the attributes of a good leader and how to find and develop those leaders to help drive a humble and empowering culture. With good leadership comes an engaged workforce of team members who drive their own improvements and seek results they care about.

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

CULTURE COURSE CORRECTION

Ask the Experts Hybrid Workshop
May 21 from 3:00 pm to 4:30 pm PDT in Kennewick

Ask the Experts is a series of monthly workshops that provide information on crucial business topics, offered free of charge to the local business community through the Tri-City Regional Chamber of Commerce and funded by STCU. Each session features two or three local professionals who have demonstrated expertise in the featured monthly topic and are willing to share what they have learned, as well as answer questions from participants.

Culture is a slow ship to turn, but it is worth the voyage. An exceptional culture aids employee retention, attraction, and performance, leading to creativity, innovation, and achieving desired organizational outcomes.

Business experts Jamie Brackenbury (Tri-Cities Community Health), Lisa Godwin (Elijah Family Homes), and Michael Novakovich (Columbia Ability Alliance) will discuss:

- Team values – The foundation of a thriving culture
- The value of voices (from all levels of the team)
- Fostering psychological safety to enhance engagement, performance, and innovation
- Critical feedback to earn trust and advance cultural change

Ask the Experts is offered in hybrid format - in-person at the Tri-Cities Business and Visitor Center building in Kennewick (with light refreshments), as well as live on Zoom. Questions will be fielded and provided to the experts by Paul Casey, who serves as facilitator for the workshop. Register [here](#).

MODERNIZING OVERSIGHT: SHIFTING THE OVERSIGHT MINDSET FROM CHECKLISTS TO HIGH VALUE RISK MITIGATION

ASQ Quality Management Division Virtual Webinar
May 22 from 3:00 pm to 4:30 pm PDT

The modern oversight organization is one that has adapted to evolving sociotechnical work environments to better support risk management and improve safety and enterprise performance.

Presenter Rob De La Espriella is a Deming Prize winner and pioneering nuclear quality assurance expert. Drawing from decades of experience, he will provide insights into how traditional oversight programs can be enhanced to elevate their value proposition. Attendees will learn:

- How the risk landscape for regulated industries and complex operating environments has evolved in the last few decades with emerging technologies, driving the need for modernizing our traditional oversight approach
- A set of skills and strategies for shifting from checklist compliance to integrated, holistic performance assessments that will improve the proficiency and effectiveness of oversight organizations
- Examples of the effectiveness of modern oversight skills and strategies from the nuclear energy sector and the nuclear weapons complex

There is no charge for attendance. More information and registration can be found [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.

HANDS-ON WORKSHOP: PUTTING AI TO WORK

Offered by the Mid-Columbia Chapter of PRSA

May 23 from 1:30 pm to 3:30 pm PDT

Through this hands-on event, Erik Ralston, co-founder and CTO of Soundbite.ai, will walk participants through how to use a handful of AI tools to draft, revise, condense, and create.

Learn best practices in writing prompts for AI, creative ways to maximize efficiencies in workflows and gain new insights into what is possible with AI tools.

The workshop will be held at the Richland Public Library. Cost is \$45. Register [here](#).

ACTIVATE YOUR PERSONAL BRAND WITH LINKEDIN

Boulder ASQ Section Virtual Webinar

May 23 from 4:45 pm to 6:30 pm PDT

LinkedIn is one of the most powerful and yet possibly also one of the most misunderstood tools for managing your career.

In this session, presenter Diana Alt will discuss why you should not view your LinkedIn profile as a static online resume, and how to turn it into a vibrant reflection of your professional awesomeness!

There is no charge for attendance. More information is available [here](#).

VOLUNTEERS NEEDED FOR PUR-D CLEANUP EVENT

June 8 from 8:00 am to 1:00 pm PDT in Pasco

The City of Pasco Code Division recently introduced a new initiative aimed at enhancing community engagement, fostering inclusivity, and revitalizing neighborhoods. The Pasco Urban Revival Days (PUR-D) initiative seeks to empower residents in areas of low to moderate income by providing vital resources, education, and support through proactive Code Enforcement engagement, education, and community outreach activities.

The first PUR-D event will be held on June 8 in the Terrace Heights neighborhood surrounding historic Kurtzman Park.

8:00 am to 1:00 pm: Volunteers will clean up neighborhood streets and properties. The plan is to remove as much debris as possible from the area while making connections with residents. This will include weeding, lawn mowing, trimming vegetation, picking up trash, painting over graffiti, etc.

11:00 am to 1:00 pm: Free snow cones and hot dogs will be available for volunteers and the target area residents. Tickets will be provided while supplies last.

This is a great opportunity to get involved in local cleanup activities and to do something together as a family or with friends. More information about the PUR-D initiative and the volunteer signup form can be found [here](#).

CHOLEARNING CONFERENCE

Hybrid Event June 11-13 in Henderson, Nevada

CHOLearning stands for The Community of Human and Organizational Learning. The Community aims to address persistent organizational problems and situations in a new way, through the study and application of the advancements in the social, organizational and neurosciences.

The focus of this year's conference is on fostering community, elevating learning, and embracing purpose. There will be multiple learning and engagement opportunities, including general sessions, breakout sessions, and an evening reception. Half- and full-day workshops are offered on June 10 and June 14.

One of the featured speakers is Joe Estey, Sr., who has presented at our Columbia Basin ASQ meetings in the past.

Additional information, including registration and the full conference agenda is available [here](#).

2024 COLUMBIA BASIN ASQ LEADERSHIP TEAM January 1 - December 31, 2024	
Section Chair	Denise Clements
Secretary	Jo Haberstok
Treasurer	Cindy Taylor
Membership Chair	Eric Clements
Nominations Chair	Emily Wilson
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Education 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 24th of the month.