

COLUMBIA BASIN ASQ RECOGNIZED FOR 2023 SECTION ACCOMPLISHMENTS

We are pleased (and very proud!) to share the following message!

May 8 Message received from the ASQ Performance Excellence Program (PEP) Committee

On behalf of the Performance Excellence Program (PEP) committee, we want to thank you for all the hard work of your leadership team over the past year (CY 2023) to support your members and ASQ overall.

We are pleased to announce that the **Columbia Basin Section** has received the **SILVER** award recognition for 2023. The PEP award program was created to recognize Member Units for excellent performance that reinforces ASQ's thought leadership position and expands ASQ offerings to members and customers.

Measures included in the 2023 award program were:

- Contributions to ASQ thought leadership, as measured by myASQ content postings
- Member Engagement and Experience, as measured by myASQ activity
- Fiduciary responsibility, as measured by adherence to budget
- Achievement of business plan objectives, as measured by self-reported progress on business goals and targets

Congratulations to everyone at the Columbia Basin Section on your achievements. We are proud of your service to ASQ and look forward to your continued success. Thank you for all you do! (from) The PEP Committee

NOTE: Many thanks to our 2023 section leadership team for their efforts – creating, implementing, and tracking the annual business and budget plans and achieving goals set, and planning and promoting sections meetings and other activities throughout the year.

Congratulations also to the **San Francisco** and **Seattle** ASQ Sections for earning Silver awards, and to the **Channel Cities**, **Hawaii**, and **Orange Empire** Sections for earning Bronze awards. Way to go!



THE IMPORTANCE OF STAYING FOCUSED

by Dennis Berry

Maintaining focus in 2024 is a superpower. There are so many distractions these days:

- Switching between business and personal jobs/roles
- “Busy work” – work that has no impact
- Meetings that are too long
- Back-to-back meetings
- Unnecessary meetings
- Push notifications
- Mindless scrolling
- Context switching
- Checking emails
- Social media
- Multitasking
- Politics

If we want to build our dreams, we need to stay laser focused on our goals. Here is the best way to do that: (according to Forbes Magazine)

- ✓ **Set Clear Objectives:** Begin with a crystal-clear understanding of what you want to achieve. The more specific your goals are, the easier it is to stay focused.
- ✓ **Create a Distraction-Free Environment:** Identify your biggest distractions and eliminate them. Turn off ALL notifications and set specific time blocks for focused work.
- ✓ **Accountability Partner:** Share your goals with a trusted friend or colleague who can help keep you accountable.

Staying focused takes practice. It's normal to have moments of distraction, but with discipline and the right strategies you can minimize the distractions and work more efficiently toward your goals.

Dennis Berry is a business coach and strategist. His [Epic Entrepreneur Newsletter](#) provides motivation and actionable steps for building a stable, profitable business and a high-performance life.

June 1, 2024 Columbia Basin ASQ Site Visit and Tour

**NOTE SPECIAL DATE,
LOCATION AND TIMES!**

“BEER’S THE THING”

Saturday, June 1, 2024

TIME:

1:50 p.m. - Check in

2:00 p.m. - Tour Begins

For those who wish to try some of their beers and/or have a late lunch (no-host) following the tour, we have reserved some tables.



LOCATION:

Ice Harbor Brewing
10 East Bruneau Avenue
(west end of the Public Market)
Kennewick, Washington
(509) 582-5340

Ice Harbor Brewery & Pub 10 East Bruneau Avenue – Kennewick, Washington

There is no charge for the tour, but **space is limited**, so be sure to sign up soon.

Join us on Saturday, June 1, for a tour of Ice Harbor Brewery. Russ Corey, Brewer Emeritus, will show us around the brewery and share information about the company’s quality processes, products and philosophies, including:

- Fresh is Best
- Customer Service & Satisfaction are Key to Success

For planning purposes, **reservations must be received by May 28**. Send an email to denise.clements@aecom.com with your name, phone number, company affiliation, and if you will be staying for food/drink following the tour.

Following the tour, we invite you to join us for a late lunch (no-host) and socializing/networking in the Pub.

A little background:

Check out the Pub [menu online](#); they offer a variety of appetizers, salads, burgers, grilled and wrap sandwiches, and much more.

Ice Harbor Brewing Company was founded in 1996 when Mike Hall and Bill Jaquish quit their jobs at the Hanford site to pursue their dream — to start a local brewery.

If you’d like to sample some of their beers, a flight of 4 four-ounce samples is \$7.50. Beer, wine, and other beverages will also be available for purchase by the glass.

Mike and Bill had both homebrewed for 10 years and had learned that great beer can only be brewed by people with a deep understanding of brewing and a driving passion for beer. Their dream was to create a place where local beer lovers could stop by to talk about beer, sample the brews and fill their refillable bottles with draft beer like in the days of old. They dreamed of being the best brewery around, with their beers proudly served throughout the Tri-Cities.

Attendance at this event earns 0.5 RUs toward ASQ recertification.

From this vision the Ice Harbor Brewing Company was born. Located in downtown Kennewick, their first brewery and pub had it all – brewing area, homebrew supply shop, offices, cold storage area, and a pub. In 2007, they opened Ice Harbor Brewing Company at the Marina for a unique dining experience on the water. And in July of 2023, they closed the original shop when they opened their new location at the west end of the Public Market at Columbia River Warehouse. This space is over twice the size of their original location.

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

Ice Harbor Brewing Company produces a variety of award-winning beers, including Runaway Red Ale, Sternwheeler Stout, Harvest Pale Ale, Columbia Kölsch, Hop Warrior, Dust Cloud IPA, Nut Brown Ale, and Tangerine ExBEERience Hefeweizen, Nut Brown Ale, and Maiden Washington. They also produce several flavored seltzers.

DATE:

Thursday,
June 13, 2024

Using Lean Six Sigma to Address Four Top Cost Saving Opportunities in the Clinical Laboratory

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

Time: 6:00 pm – 8:00 pm PDT
(check website to confirm)

Networking and welcome begin at 6:00 pm, followed by the presentation starting at around 6:45 pm.

Cost: No charge for ASQ members or non-members

Registration is required.

Attendance at this event earns RUs toward ASQ recertification.

For more information about ASQ Phoenix, click [here](#).

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



Katie Castree Benyo, MHA, SPHQ, CSSBB
Client Account Lead, Accumen

Lean is a management philosophy that focuses on creating value for customers while minimizing waste; Six Sigma is a methodology to eliminate defects and variability. They can be applied to many industries. Healthcare is a sector that encompasses services and products critical to improving health. Within healthcare, the clinical laboratory is where medical tests are performed on patient samples to aid in diagnosis and treatment. Laboratory services leverage 60-70% of critical decision-making such as admittance, discharge, and medication. Lean Six Sigma can be applied within the clinical laboratory.

This presentation will include an overview of current laboratory industry challenges and will share how Lean Six Sigma can be used to address four top cost saving opportunities in the laboratory. Key learning objectives include:

- Brief overview of clinical laboratory reimbursement decline, as the industry backdrop necessitating targeting lab costs for reduction while maintaining patient care
- Philosophies of Lean and Six Sigma, including value creation for customers, minimization of waste, reduction of defects and variability, and creation of financial savings
- The four top cost savings opportunities in the clinical lab, and how applying Lean Six Sigma concepts can improve them

About the presenter: Katie Castree Benyo is a Client Account Lead at Accumen. In the Lab Excellence service line, she and her team of tenured lab experts assess the performance of hospital laboratories relative to their peers, recommend and implement operational efficiencies, improve quality and service results, and drive bottom line margin improvement. Using Accumen's lab performance analytics technology, they utilize benchmarks and actionable insights to provide guidance that drives lab efficiencies and monitors outcomes of process improvement.

Katie holds a bachelor's degree in Community Health from the University of Illinois, and a master's in Health Administration from Saint Louis University. She is an ASQ-Certified Six Sigma Black Belt, a TeamSTEPPS Master Trainer through AHRQ, and holds a Certificate in Laboratory Quality Management Systems from CLSI. Her work and thought leadership have been published in "Value in Health: The Journal of the International Society of Pharmaco-economics and Outcomes Research" as well as ASQ's "Lean & Six Sigma Review." She is a frequent presenter at regional and national conferences, and a member of ASQ and ACHE.

OFFICIAL CALL FOR 2025 COLUMBIA BASIN ASQ OFFICER NOMINATIONS BY AUGUST 10

by Jo Haberstok

This serves as the OFFICIAL CALL FOR NOMINATIONS for 2025 Columbia Basin ASQ Officers – Section Chair, Secretary, and Treasurer. Other section positions that also must be filled are Membership Chair and Nominations Chair.

Nominations are required for the Chair, Secretary and Treasurer positions. The section's Nominations Committee can make nominations of current members who meet the position requirements (usually Full/Professional, Senior, or Fellow members). Any regular section member may also nominate another eligible member (or themselves) for one of these positions by submitting a nomination petition to the section Secretary or Nominations Committee. The minimum number of required petition signatures is the lower of 4% of regular members or 10 regular members, based on section size.

All required section positions must be filled, and names submitted to ASQ for our section to continue to operate in 2025.

We would really like to see more members become active in future section activities. Please consider stepping up to serve in a leadership position!

For more information about the election process, the nomination process, or the duties of section positions, contact any of our current section leadership team members or send a message to our section's Nominations Chair, Emily Wilson (emily.wilson@pnnl.gov).

CHECK OUT YOUR FREE MEMBER GIFTS IN JUNE

You'll have to wait until at least June 1 for them, so make a note so you won't forget.

The monthly free Member Gifts from ASQ are always great! They include a number of resources, focusing on a different quality topic each month, including articles, videos, case studies, and more.

And remember... You can earn Recertification Units (RUs) for reading e-books, watching videos, etc. [Access](#) this month's gifts by Junen 30.

QUOTE OF THE MONTH

"Don't limit your challenges, challenge your limits."

~ Jerry Dunn

UPCOMING ASQ CERTIFICATION EXAMS

Have you been thinking about applying for an ASQ certification? Why not stop thinking about it and just do it!

As an ASQ member, you'll save \$100 off the usual (non-member) fee for each exam.

Applications are now being accepted for the following exams scheduled for August 1-31, 2024. The application deadline is July 7.

- 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)

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

2024 ASQE INSIGHTS ON EXCELLENCE BENCHMARKING HIGHLIGHTS REPORT

Now Available!

ASQE's annual 2024 Insights on Excellence (IoE) Benchmarking Highlights Report is now available for [download](#).

Renamed this year (from Category Report) to emphasize using the research results to measure your own organization's behavior, this report provides complementary findings in conjunction with previously published IoE research, providing a comparative and comprehensive understanding of global metrics gathered by both quality professionals and executives.

While many industries continue to experience challenges in a post-pandemic world, trends show there may have been positive gains by adopting a more agile, change-oriented culture. Aligning with those factors, the focus in this edition is to highlight the importance of change management across all nine of the IoE categories. Used properly, quality-based change management practices can help any sized organization overcome resistance to change, update outdated processes to advance, and recognize the need for clear communications and alignment across all levels of the workforce. Used improperly, organizations will likely continue to struggle with overcoming barriers and low productivity or may even experience frequent staff turnover.

Explore the trends in this IoE report - as well as insights from three quality experts - to help identify where you and your colleagues can focus future efforts to achieve holistic, positive changes.

VERTICAL DEVELOPMENT: WHAT IT IS & WHY YOU NEED IT

HRDQ-U “Live” Webinar

June 4 from 11:00 am to 12:00 pm PDT

We have observed a troubling trend over the last decade (and particularly with the COVID-19 pandemic): the accelerating rate of complexity that organizations are facing has outpaced the development of organizations’ leaders. This is observed by research stated in *Training* that indicates 71% of organizations do not feel their leaders are able to lead their organization into the future, and 75% of organizations say their leadership development programs are not very effective. Most leadership development programs focus on helping their leaders “tool up” (i.e., horizontal development), but this is only incrementally helpful. Organizations also need to help their leaders “level up” (i.e., vertical development).

Presenter Ryan Gottfredson will discuss:

- What vertical development is
- For leaders to improve in their ability to navigate change, pressure, uncertainty, and complexity, they need vertical development
- How vertical development is different from and far more superior to horizontal development
- The three different vertical development levels
- How to help your leaders vertically develop to guide your organization and its employees more effectively through the turbulent conditions they are facing

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

MASTERING VOICE OF THE CUSTOMER: CONVERTING CUSTOMER FEEDBACK TO ACTIONABLE DATA

Joint ASQ Financial Services & ASQ Service Quality Division Webinar

June 12 from 9:00 am to 10:00 am PDT

This webinar is specifically designed to empower professionals in the financial services and services sector to enhance quality management practices and align them with customer expectations. Whether you are looking to refine your approach or implement new tools, this webinar will equip you with a wealth of knowledge and practical skills.

- Understanding Your Customer: Determining their wants/needs and what they value, based on listening post responses
- Ensuring Quality at the Source: Strategies that ensure quality insights from customers
- Applying Tools for Success: Hands-on methods for converting customer feedback data into actionable steps such as determining specification limits and constructing a “House of Quality”

There is no charge, but [registration](#) is required. Upon registration, you will be sent the link to the virtual session and additional details.

HOW TO ENSURE YOUR STRATEGIC PLAN ACTUALLY GETS IMPLEMENTED

HRDQ-U Webinar

June 12 from 11:00 am to 12:00 pm PDT

Nonprofit organizations face unique pressures that can complicate strategic plan execution, including resource constraints, engagement and buy-in issues, and external pressures.

This webinar with Chris Wong will offer insights into:

- The impact of resource limitations on strategic focus and how to manage these constraints effectively
- Strategies for fostering engagement and buy-in across all levels of the organization, ensuring that strategic plans are embraced and championed by those who play a key role in their execution
- Navigating external pressures and maintaining strategic integrity in the face of funding challenges and stakeholder demands

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

2024 WASHINGTON BEHAVIORAL HEALTH CARE CONFERENCE

June 13-14 in Kennewick

The theme for this year’s conference is “Supporting Recovery in a Changing World.” As COVID transitions to the endemic stage and our state and nation face new uncertainties in an election year, the need for behavioral health support and resiliency is higher than ever. At the same time, there is unprecedented recognition of the vital importance of expanding access to behavioral health care, including community-based treatment and peer support services. The momentum to address structural racism throughout our communities and institutions continues to grow, and new and diverse voices are helping to shape our path forward.

This event will include 34 workshops and 4 TED-style talks, with a focus on recovery and resiliency, race and equity in behavioral health, innovative care practices, services across the lifespan, and corrections and mental health. You can view the full lineup in the conference brochure [here](#).

The cost is \$350, which also includes a reception on June 12.

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.

BUSINESS AFTER HOURS – NETWORKING EVENT

June 13 from 4:00 pm - 6:00 pm PDT in Kennewick

Here's another great opportunity for networking!

This month's event, hosted by the Tri-City Regional Chamber of Commerce, is being hosted by Elijah Family Homes at their facility located at 1721 W. Kennewick Avenue in Kennewick.

There will be refreshments and beverages. Bring your business card to enter to win a door prize.

It's free to attend - bring a friend! Reservations are not required. More information is available [here](#).



2024 JUNETEENTH FESTIVAL

Pasco Activities

Bring your friends and family and help the City of Pasco celebrate over 40 years of Juneteenth!

The official date for Juneteenth is June 19, but the Pasco festivities will begin on June 14 and 15.

The Miss Juneteenth Scholarship Program will be on June 14. On June 15, there will be a Parade (starting at 11:00 am near Kurtzman Park), followed by food, music, and lots of fun in the park. There will be games for kids, face painting, basketball and baseball, a local DJ, and a talent stage.

Other related events:

June 19 from 4:00 pm to 7:00 pm - Juneteenth Kids' (ages 15 and under) Skate Party at Rollarena in Richland (no charge, and includes pizza, soda, and skate rentals for the kids), with a DJ supplying all the sounds. And from 7:00 pm to 10:00 pm, there will be a skating party for the 16 and older crowd.

June 19 from 11:00 am to 1:00 pm at Kurtzman Park – Day of Service (come and help out in the community)

For more information, check their [Facebook page](#) or email juneteenthcommitteetricitieswa@gmail.com.

POLLINATOR POWER PARTY

Virtual Events June 17-21

The Pollinator Power Party, enabled by the collaborators of the [EPRI Power in Pollinator Initiative](#), is held in conjunction with National Pollinator Week, which has been running for more than 10 years. It has now grown into a collection of local events around the globe promoting the valuable ecosystem services provided by bees, birds, butterflies, bats, beetles, moths, wasps, and flies.

The purpose of the Pollinator Party is to create awareness, distribute accurate science, and consider the connections between people and pollinators. This is a great opportunity to learn, engage, and celebrate the vital role of pollinators in our ecosystem. Spread the word and invite your friends and family to join us for a week filled with nature, education, and fun.

Here are just a few of the planned activities:

June 17 at 10:00 am PDT – Business Case for Pollinators: How do we balance climate change, renewable energy goals, water issues, social equity, and biodiversity? Executives of energy companies will discuss biodiversity and pollinator conservation in the midst of a global energy transition. (Live on YouTube)

June 18 at 10:00 am PDT– Community & Gardening Day: Get gardening tips and pollinator projects. (Live on YouTube)

June 20 at 10:00 am PDT- The Myth Busters: A panel of scientists will discuss various myths about pollinators. (Livestream and on YouTube)

There is no charge, but [registration](#) is required. More information about these and other events is available [here](#). For a downloadable Bee ID Guide, click [here](#).

IGNITE THE SPARK

2024 Junior Achievement Reception and Auction June 20 in Liberty Lake (Washington)

Join Junior Achievement (JA) of Washington for an evening of philanthropy and fun at Trailbreaker Cider in Liberty Lake. Enjoy a fun reception, bid on exciting auction items, and listen to inspiring stories from local JA alumni.

Participation in this event helps support JA programs, delivering critical skills in financial literacy, work and career readiness, and entrepreneurship to thousands of local students.

All funds raised will support Junior Achievement programs in Eastern Washington & Northern Idaho. This event is for guests 21 years old and over. Tickets are \$50 per person and include one drink and appetizers. More information is available [here](#).

DRIVING OPERATIONAL EXCELLENCE WITH EMPLOYEE ENGAGEMENT

Seattle AME Virtual Webinar

June 25 from 1:00 pm to 2:00 pm PDT

We all know engaged employees are the best employees. We pretty much know how to get employee engagement: treat people with respect, encourage the development of critical thinking skills, let people influence their work environment, etc.

If we know this, why don't we all have a highly engaged group of people passionately working in more organizations?

Perhaps a change is needed to get more employee engagement. We may need to change how we lead if we desire more engagement from our associates.

Presenter Michael Bremer will discuss:

- What excellence looks like
- The value and benefits of building an engaging culture with enterprise excellence
- Key leadership behaviors needed for engaged team members and enterprise excellence

There is no charge for ASQ members to participate in this Zoom event, but [registration](#) is required.

TRI-CITIES DIVERSITY SUMMIT

June 26 in Kennewick

The Tri-Cities Diversity Summit is an annual half-day event focused on helping professionals create a more diverse, equitable, and inclusive workplace.

Through engaging breakout discussions and an inspiring keynote presentation, attendees will receive actionable information and powerful resources to optimize their teams and bring about lasting change in their organizations.

This year's event will be held at the Three Rivers Convention Center in Kennewick. For more information and to register, check the Tri-City Regional Chamber of Commerce [website](#).

2024 COLUMBIA BASIN ASQ

LEADERSHIP TEAM

January 1 - December 31, 2024

Section Chair	Denise Clements
Secretary	Jo Haberstock
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

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.

