

## Serving Central and Southeastern Washington and Northeastern Oregon

ASQ Section 0614 --<https://www.asq614.org/>

Issue 07-24

NEWSLETTER

July 2024

### COLUMBIA BASIN SECTION NEWS

by Jo Haberstok

I hope you are all enjoying the nice weather and all the fun activities you can participate in during the summer months.

While we are taking a two-month break from our monthly section meetings, our leadership team continues to meet and make plans for future events. And, of course, we will continue to communicate information about other educational and growth opportunities via our monthly newsletters.

**SAVE THE DATE – SEPTEMBER 14!** We had to – unfortunately – cancel our planned site visit to Ice Harbor Brewery on June 1, due to the low number of reservations received. We have rescheduled this tour for Saturday, September 14. Please spread the word among your colleagues and friends, as this is sure to be a fun, educational and interesting activity.

**2025 Section Business and Budget Planning** – Our leadership team is making plans and setting goals for the coming year, including programs/site visits, membership recruitment, member communications, and more. Are there topics you are especially interested in? Please let us know. And if you would like to become more active in our section, we would love to hear from you.



### 2025 SECTION ELECTIONS FOR OFFICERS AND TEAM LEADS – CALL TO ACTION

Do you want to see our Columbia Basin ASQ section continue to grow and flourish in 2025?

We have a *great* section here in the Tri-Cities and surrounding areas, and we really need your help to continue to build on our successes. We are always looking for members to help grow our section with new and innovative ideas – and, to keep our section going, we need a few volunteers to step up and take on the key leadership positions for next year.

Now is the time to start thinking about 2025. We are currently starting work on our 2025 business and budget plans. We welcome new and innovative ideas!

**We are in need of section members willing to commit a few hours each month in the coming year to serve in the important - and required - positions of Chair, Treasurer, Secretary, Membership, and Nominations.**

Please consider stepping up to help out in 2025. If you have questions about a position that you may be interested in, contact our Nominations Chair ([emily.wilson@pnnl.gov](mailto:emily.wilson@pnnl.gov)) or any of our current leadership team members and we will get back to you with more information.

### SURVIVING SUMMER – PROMOTING SAFETY IN WASHINGTON DURING THE MOST HAZARDOUS DAYS

(from the Washington State Patrol website)

The Washington State Patrol (WSP), Washington Traffic Safety Commission (WTSC), and partner law enforcement agencies across the state are collaborating in a statewide “Surviving Summer” campaign to reduce serious injury and fatality collisions during the 90 most dangerous days on the roadways.

The months of June, July, and August have become Washington’s highest consecutive 90-day stretch for traffic-related fatalities since 2018. According to the WTSC, more than 1206 lives were lost due to fatal crashes each summer since 2018, with law enforcement responding to an average of more than 65 fatalities per month in June, July, and August. On average, the 90 days account for more than 30% of all traffic deaths statewide.

Those at risk are not just drivers, but also vulnerable roadway users such as pedestrians, bicyclists, and motorcycle riders. Half of all motorcycle fatalities for the year occur during June, July, and August. Additionally, July is when the greatest number of bicyclist fatalities occur.

WSP troopers investigated 301 fatality collisions in 2023 – of those, 30 percent occurred during the summer months.

Of those 93 summertime tragedies:

- 31 percent involved an impaired driver
- 25 percent involved occupants not wearing their seatbelt
- 72 percent occurred on a weekday
- 44 percent occurred between the hours of noon and 7 pm

Of the WSP investigated fatality collisions during the 90 most dangerous days last year, the majority occurred on a Thursday, Friday, or Sunday.

#### **Make a Difference – What can we do?**

**Plan ahead before you hit the road:** Check for traffic conditions and pack your patience, especially if traveling in unfamiliar areas

**Be on alert for vulnerable road users:** This includes pedestrians, motorcycle riders, and bicyclists – we all share the roads.

**Focus on driving when behind the wheel:** Always buckle up, adhere to posted speed limits, drive sober, and stay distraction free.

**Secure all your items before leaving:** Heading out on a road trip? Make sure all your belongings are stowed safely. More information on this topic can be found [here](#).

# SAVE THE DATE

## September 14, 2024

### Columbia Basin ASQ Site Visit and Tour

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

**Saturday,  
September 14, 2024**

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

**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.

For planning purposes, **reservations MUST be received by September 9**. Send an email to [denise.clements@aecom.com](mailto:denise.clements@aecom.com) with your name, phone number, company affiliation, and if you will be staying for food.

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

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

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

Attendance at this event earns 0.5 RUs toward ASQ recertification.

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

## “Don’t Worry, Be Hoppy!”



### Ice Harbor Brewery & Pub 10 East Bruneau Avenue - Kennewick

Join us on Saturday, September 14 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

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

#### A little background:

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. 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.

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.

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.

July 11, 2024  
Invitation from  
Austin ASQ Phoenix Section  
Virtual Webinar

DATE:

Thursday,  
July 11, 2024

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

Time: 5:00 pm – 7:00 PDT

(check website to confirm)

Cost: No charge for ASQ members and non-members

**Advance registration is required for planning purposes and to receive RU credit following the meeting.**

Attendance at this meeting earns RUs toward ASQ recertification.

More information about the Phoenix ASQ section is available [here](#).

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

## Embracing Organizational Performance Excellence for Career Development



**Robert “Quality Bob” Mitchell**  
Executive Director, Southwest Alliance for Excellence (SWAE)  
ASQ Fellow, CQE, CQA, CQM

As Quality professionals, embracing the Baldrige Framework can be very helpful in pursuing excellence now and in future career endeavors.

This presentation will introduce the Baldrige Framework for organizational performance excellence, discuss the WIIFM for Quality professionals, briefly compare Baldrige to ISO, discuss the role of PDCA and Lean Six Sigma in performance excellence, introduce SWAE’s value proposition, products, and services, and communicate the benefits of SWAE as a valued partner of ASQ.

Bob will share his thoughts on these topics, including the benefits of Baldrige:

- Holistic improvement
- Proven success
- Organizational learning and Innovation
- Benchmarking excellence
- Systematic approach to problem solving
- Recognition and credibility
- Employee engagement and empowerment
- Professional development

*About the speaker: QualityBob® is a 37-year member leader within ASQ and a retiree from 3M Company with 34 years of industrial experience in product development, process development, Quality Assurance, SPC, TQM, Lean, Six Sigma, Leadership Development, and Strategic Planning & Deployment. He served as Division Quality Manager for three different 3M business units in the healthcare, consumer, and industrial markets, as well as 3M Corporate Quality Sr Manager.*

*Bob has served on numerous ASQ committees and held leadership positions in the ASQ Statistics Division, ASQ Minnesota Section, and ASQ Phoenix Section. Bob is an experienced ISO 9000 Series Lead Auditor, a Baldrige Examiner for the states of Minnesota, North Dakota, South Dakota, Arizona, Nevada, and Utah. He was awarded the ASQ Distinguished Service Medal for lifetime achievement in 2024.*

## ASQ Quality Management Division Virtual Webinar

**DATE:**

Wednesday,  
July 31, 2024

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

**Time:** 4:00 pm – 5:00 pm PDT  
(check website to confirm)

**Cost:** No charge for ASQ members or non-members

**Advance registration** is required for planning purposes and to receive RU credit following the meeting.

Attendance at this event earns RUs toward ASQ recertification.

More information about ASQ's Quality Management Division is available [here](#).

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

## The Miseducation of Quality



### Dr. Yvonne Simmons Howze Executive Coach and Master Trainer

We've all heard about the Quality Revolution from 10-15 years ago, with some Fortune 500 and mid-size companies shaking up how Quality was perceived. Are we experiencing a NEW Quality Revolution at this time?

This will be a thought-provoking presentation and a challenge to shake up a few preconceived notions, to rattle the cages of closely held perspectives and ideas, and to provide a little wisdom about what quality is and is not.

It will also be a call to action for those who want to maintain organizational and operational viability and sustainability.

It will be an EDUCATION!

In this informative 45-minute webinar, attendees will learn how to:

- Embrace quality in a more creative and innovative way that increases your ability to lead more effectively and efficiently
- Identify what is hindering organizational transformation, and 'nail' what you could do about it
- Create your own plan of action to capture your personal and professional goals which ultimately lead to a quality outcome(s)
- Have FUN and laugh out loud!

Gain insights to help position yourself to strive, drive, and thrive regardless of your role or your place on the organizational chart.

*About the speaker:* Dr. Yvonne Simmons Howze is a published author and the CEO of CYA Consulting Group, a company that specializes in executive coaching and leadership development services. She has over 30 years of experience as a turnaround strategist and business consultant, helping organizations in various sectors improve their operations, management, and performance. She is passionate about helping individuals develop and reach their personal and professional goals, using proven techniques in leadership, strategic planning, talent development, customer service excellence, and data collection and analysis.

## CHECK OUT YOUR FREE MONTHLY GIFTS!

Don't forget to log in to the ASQ site and get your free ASQ Member Gifts in July! Each month, the focus is on a different aspect of quality, and the gifts include a variety of valuable resources. The June gifts were all about problem-solving – tools, templates, and other 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 between July 1 and July 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 September 1-30. The application deadline is August 11 for the following certifications:

- CQT (Quality Technician)
- CQI (Quality Inspector)
- CRE (Reliability Engineer)
- CFSQA (Food Safety and Quality Auditor)
- CMDA (Medical Device Auditor)
- CMQ/OE (Manager of Quality/Organizational Excellence)
- CSSBB (Six Sigma Black Belt)
- CSSYB (Six Sigma Yellow Belt)
- CSQP (Supplier Quality Professional)

You can apply [online](#) or you can download an exam application for mailing or faxing. You will need your resumé and credit card to complete the application. For more details about ASQ certifications (18 different certifications are offered), click [here](#).

## QUOTE OF THE MONTH

“Live life as though nobody is watching, and express yourself as though everyone is listening.”

~ Nelson Mandela

## HOW EMOTIONAL INTELLIGENCE AND HARDINESS HELPS LEADERS MANAGE BURNOUT

### HRDQ-U Webinar

July 2 from 11:00 am to 12:00 pm PDT

We've heard a lot about worker fatigue, burnout, and the great resignation related to the COVID-19 pandemic. What does it all mean, and what can we do about it?

The first step is to get a clearer understanding of what is going on.

In this presentation, Dr. Steven Stein will share new data on the relationship between hardiness and burnout. He will also look at changes in leaders' emotional intelligence between pre-COVID and two years in.

Attendees will learn how to recognize burnout, its impact on work, and how using a hardiness mindset can change the dynamics. You'll also explore challenges and solutions for leaders dealing with burnout and gain suggestions for coaching and training based on these findings.

This live event is free, but [registration](#) is required.

## COMMUNICATION STYLE 101

### HRDQ-U Webinar

July 9 from 11:00 am to 12:00 pm PDT

Effective communication is the cornerstone of any organization. If communication is not clear and persuasive between managers and team members or between team members and customers, then other vital goals will be unreachable.

If your organization strives for successful leadership, teamwork, customer service, or the ability to execute a coherent business strategy, knowing employees' communication styles is where you need to start. With that, you'll then be able to bring about meaningful improvements in communication skills because participants will gain understanding of how their own style works, and how it affects others.

Attendees will learn:

- The four primary personality styles
- The principal preferences and behaviors that motivate each style
- How assertiveness and expressiveness influence effectiveness
- What combinations of style and behaviors can lead to tension and relationship stress at work

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

## IGNITE GREAT LEADERSHIP THROUGH EXCEPTIONAL SELF-LEADERSHIP

### HRDQ-U Webinar

July 16 from 11:00 am to 12:00 pm PDT

Today, more than ever, the foundational skills of time management, organizing, planning, and communication must be matched with managers and leaders also having confidence, influence, and courage for productivity, engagement, role, and life success.

Self-leadership is the ability to lead oneself: if you can't effectively lead yourself, then this directly impacts the effectiveness of leading others. Ponder this: would you follow you?

Self-leaders understand that their influence, courage, and confidence impact performance, profit, and people. This interactive and collaborative webinar will help fire up confidence, courage, and influence through self-leadership.

Presenter Sally Foley-Lewis will share information about:

- The need for self-leadership
- Three V's for improving self-leadership
- Nine strategies that ignite exceptional self-leadership
- How to identify, set, and hold real and respectful boundaries
- Ridding imposter syndrome, and unleashing personal power for better self-leadership and career success

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

## FUTURE-FOCUSED LEADERSHIP: ALIGNING MISSION, VISION, AND VALUES

### Ask the Experts Hybrid Workshop

July 16 from 3:00 pm to 4:30 pm PDT in Kennewick

Your company's mission, vision, and values (MVV) are more than just statements on a wall; they are the foundation that drives your strategic and operational plans and a written visual reminder of the contract your team shares.

Integrating MVV effectively can propel your business toward its goals while addressing internal resistance to change. And it's the bigger picture reason for getting up early and staying late, for both you and your team.

Business experts Dr. Aaron Banta (President/CEO, Center Vision Clinic) and Rocco Luongo (PE, CEO, ARY Engineering) will share information and real-life examples of the importance and benefits of MVV in clarifying purpose, building a cohesive strategy, enhancing team engagement, and overcoming internal resistance.

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 are fielded and provided to the experts by Paul Casey, who serves as facilitator for the workshop.

There is no charge. Register [here](#).

## MANAGING QUALITY – PEOPLE, PROCESSES AND CUSTOMERS

### San Francisco ASQ Virtual Educational Session

July 17 from 5:30 pm to 6:30 pm PDT

This virtual Q&A session is open to everyone in the quality field. It is intended to provide answers to questions that emerging quality professionals may have and to share helpful tips for quality career excellence.

The featured presenter/facilitator will be Mike Balbuena, who holds the following ASQ certifications: CSBB, CQE, CMI/OE and CQA.

[Registration](#) is required for this Webex event.

## SOLVING THE RIGHT PROBLEM USING TRIZ METHODOLOGY

### San Gabriel Valley ASQ Virtual Meeting

July 17 from 6:00 pm to 8:00 pm PDT

Widely applied across industries - including engineering, product design, manufacturing, software development, and business process improvement - the theory of inventive problem solving (TRIZ) provides a structured framework for overcoming obstacles and generating inventive solutions.

However, its efficacy depends critically on solving the **right** problem. TRIZ can develop solution concepts for any problem it addresses, making it essential to identify the true root problem rather than a mere symptom.

Although not teaching the TRIZ methodology at this session, presenter Richard Langevin will talk about selecting the right problem to solve. Using the TRIZ methodology, he will discuss how to generate numerous problems ensuring that teams find the best solutions for their project.

This will be an interactive session with limited seating. The cost is \$10 for ASQ members and \$15 for non-members. [Register](#) soon to ensure you do not miss the opportunity to listen to and learn from the Director of the Altshuller Institute for TRIZ Studies.

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.

## THE QUALITY MANAGER AS FACILITATOR: A DEEP DIVE INTO FACILITATION

ASQ Quality Management Division Webinar  
July 17 from 3:00 pm to 4:00 pm PDT

Quality managers often work as facilitators to guide teams throughout a project or during important meetings. A significant part of this includes facilitating meetings and bringing key stakeholders together to make important decisions. The use of facilitation skills is vital to making progress on large initiatives.

This webinar is for you if you lead team meetings, projects, or process improvement initiatives or if you just want to learn more about facilitation.

Presenter Zac Jarrard will provide an overview of facilitation, examine the role facilitation can play in projects and meetings, and share lessons learned from successfully facilitating meetings at work.

Attendees will learn:

- ✓ Basic definitions regarding facilitation and steering committees
- ✓ Quality tools to improve meetings and address conflict
- ✓ Best practices to grow as a facilitator

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

## ENGAGING PEOPLE THROUGH QUESTIONS

AME Seattle Consortium Webinar  
July 22 from 1:00 pm to 2:00 pm PDT

We are always learning at work. Sometimes we learn to be quiet and keep our heads down. Sometimes, a simple change in a metric description or a question asked every day can excite a curiosity and energy to make things better, together.

Good questions invite thinking and engagement. Some questions shut us down, and some open us up. How can you engage team members with great questions? In what ways can listening to responses change how effective you are as a leader?

Presenter Tracy Defoe is an adult educator, kata coach, and curious listener. She will share information about using questions effectively to improve communications.

This webinar is for anyone who leads people, participates in meetings, or wonders how to open up a work culture. There is no charge, but [registration](#) is required.

## NO VETERAN STANDS ALONE GALA

Fundraiser for The Columbia Basin Veterans Center  
July 27 in Kennewick

The Columbia Basin Veteran Center (CBVC) assists veterans in receiving the benefits they've earned through their service to our country. They support veterans through multiple programs, including helping financially through county programs and an in-house Veterans Relief Program.

The CBVC staff also provides recreational and social programs, free yoga, cycling, hiking fishing and skiing throughout the year. They promote healthy minds through healthy bodies.

The July 27 fundraiser will be held at the Three Rivers Convention Center in Kennewick. It will raise much-needed funds to support and continue to grow the opportunities available to veterans in the community. The guest speaker will be retired U.S. Army Major Scott Smiley. Food and beverages will be served. Tickets are \$195/person.

More information and tickets are available [here](#).

## QUALITY IMPACT FORUM: SUSTAINABILITY

Virtual Event - July 31 from 6:00 am to 3:00 pm PDT

This virtual conference will delve into the pivotal role of quality in advancing sustainable change within the circular economy for a brighter future.

By highlighting the necessity of maintaining high-quality practices in all aspects of sustainability, the event aims to underscore that quality is not merely an adjunct but a fundamental driver of sustainable success and lasting positive impact.

This gathering will feature esteemed thought leaders who will explore how upholding quality enhances the effectiveness of sustainability initiatives, particularly in the circular economy, ensuring their viability and value over the long term.

Join the ASQ community for thought-provoking sessions, actionable breakouts, and solutions-oriented networking.

Cost for the conference is only \$99 for ASQ members or \$149 for non-members. You can earn 1.0 RU for attendance.

Additional information is available [here](#).



## NATIONAL NIGHT OUT – AUGUST 6

### National Night Out and Richland City Fair August 6 from 5:00 pm to 7:30 pm PDT

National Night Out is a national community-building campaign to bring neighbors and law enforcement together to focus on community safety and strengthen relationships between the public and emergency services.

In addition to public safety personnel, attendees will also have the opportunity to visit with other city department representatives and learn more about all City services and resources.

The opening ceremony for the Richland event will begin at 5:00 p.m. on the Fingernail Stage in Howard Amon Park. Following that, children 12 and under are encouraged to complete a City Pass to be eligible for prizes. Entertainment will be provided by the Knutzen Brothers.

Richland Fire & Emergency Services will present HeartSafe Richland/Hands-Only CPR Training where kids and adults can easily learn this life-saving skill. The free demonstration will take place at the Fingernail Stage at 6:00 pm.

Food vendors and park concessionaires will have items available for purchase throughout the event. For more information, contact the [Tri-City Regional Chamber of Commerce](#).

### CALL FOR PRESENTERS FOR OCTOBER 26 ASQ PACIFIC REGION QUALITY CONFERENCE

#### Submittals due August 15

Become a presenter at the 2024 Pacific Region Quality Conference and share real-world examples of best practices, tested solutions, and proven results with a global quality audience.

Whether your expertise lies in pioneering quality management systems, innovating processes for efficiency, or implementing strategies for continuous improvement, this is a great opportunity to share information and inspire other quality professionals.

Proposals for the conference should align with one of the conference focus areas, but all quality-related proposals will be considered. Additional information and the speaker application form can be found [here](#).

## PACIFIC REGION QUALITY CONFERENCE

### Hybrid Event

October 26 from 9:00 am to 5:00 pm PDT

The Fifth Annual Pacific Region Quality Conference (PRQC) will be a hybrid conference again this year. The in-person event will be held at Cal State University, Dominguez Hills. A virtual/online option will also be available.

The conference is offered to provide a forum for like-minded professionals to share their ideas and learn from workshops and presentations, resulting in enhancements to personal development and business acumen, and building on the foundation of quality.

This year's theme is **Quality Management and Organizational Excellence: A Culture of Lifetime Learning, Development, and Ethics**.

Key focus areas :

- **Navigating Excellence:** Strategies for Effective Quality Management
- **Ethics at the Core:** Ensuring Quality with Integrity
- **Launching your Quality Journey:** Essential Concepts for Early Career Professionals
- **Revolutionizing Quality:** Transformative Strategies for the Future

Spread the word among your coworkers, friends, and others who might benefit from attending this event. There will be special keynote speakers, educational sessions, and opportunities for networking.

Pricing has not been finalized as of press time but will be kept as low as possible. Recertification Units (RUs) will be provided for attending the conference in-person or online.

More information is available [here](#). The website will be updated as speakers and pricing information are finalized.





## HEEL AND SOUL – PROVIDING SHOES FOR CHILDREN IN NEED

### Donations Accepted Through July 31

Heel and Soul was created out of the idea that everyone, everywhere, can always use a pick me up. Without the ability to control their surroundings, a child needs that more than anyone else. A new pair of shoes to start the school year is something that fulfills a basic need as well as making a lasting impression on the youth of our communities.

Donated shoes will be distributed to children in the Greater Yakima Valley and Greater Tri Cities Area, based on the area they are donated in. Designated [drop-off locations](#) will accept shoes through July 31. All monetary donations will be used to purchase shoes after the drop offs have ended to determine what additional sizes may be needed most.

The shoes will then be distributed in August at the Salvation Army Community Centers in Yakima and Pasco. The dates will be announced by the end of July based on the number of shoes donated. For more information about the project and how to make a monetary donation can be found [here](#).

## SAVE THE DATE – SEPTEMBER 18

### San Gabriel Valley ASQ Virtual Meeting

### Featured Speaker: Dr. Manu K. Vora

### Topic: “Soft Skills for Success”

Dr. Vora will share major soft skills such as Communication, Leadership, Decision Making, Time Management, Teamwork, Problem Solving, Project Management, and Change Management. Additionally, he will share the importance of community service for giving back to society.

Cost is \$10 for ASQ members or \$15 for non-members. Register [here](#).

About the presenter: Dr. Vora is the Chairman and President of Business Excellence, Inc., a global quality management firm with over 49 years of leadership experience in guiding Fortune 500 companies with the U.S. Baldrige Performance Excellence framework. For over 31 years as an Adjunct Faculty member, he has taught Operations Management courses at business schools globally. He has contributed to 680 educational institutes in 36 countries across 5 continents. Since 2013, he has taught soft skills using technology to 1.2 million people.

Dr. Vora has been recognized with five medals from ASQ and numerous awards from other organizations across the globe. Since 1989, he has served as the Founding Director and President of *Blind Foundation for India*, and his team has raised over \$6.5 million to serve two million blind people in India.

## 2024 COLUMBIA BASIN ASQ

### LEADERSHIP TEAM

January 1 - December 31, 2024

<b>Section Chair</b>	Denise Clements
<b>Secretary</b>	Jo Haberstock
<b>Treasurer</b>	Cindy Taylor
<b>Membership Chair</b>	Eric Clements
<b>Nominations Chair</b>	Emily Wilson
<b>Newsletter Editor</b>	Robert Boykin
<b>Programs Chair</b>	Eric Clements
<b>Publicity Chair</b>	Jo Haberstock
<b>Webmaster</b>	Steve Prevette
<b>Voice of the Customer Chair</b>	Vacant
<b>Social Media Chair</b>	Vacant
<b>Education Chair</b>	Vacant

### Publication Information

This newsletter is published on a regular basis to inform members and potential members about Columbia Basin ASQ activities and other news/information that may be of value to quality professionals. To be considered for the next newsletter, input must be received by the 24th of the month.

