

DON'T WORRY ... BE HOPPY!

by Jo Haberstk



Will you be joining us on Saturday, September 14, for our Site Visit to Ice Harbor Brewery and Pub at the Public Market in Kennewick? I hope so! This should be a really interesting and educational event.

Following the tour, you are invited to meet in the Pub for a late lunch (no-host), beer sampling, and networking/socializing time. We have reserved some tables for just this purpose.

View the full meeting announcement on page 2. Be sure to make your reservation soon!

SECTION ACTIVITIES AND NEWS

Planning for 2025 is well underway at this time. We have already submitted our Business & Budget Plans to our Regional Director and ASQ. One of our primary goals, as always, is to provide member value. While ASQ at the national level offers several member benefits, we strive to provide additional value at the local level, including virtual and in-person meetings/events, regular communications (e.g., our monthly newsletters and discussion items in our myASQ Community), and more. We are really hoping for more participation from section members next year; your input and ideas will help us to focus on topics that are of the most interest to you.

One of the keys to successful organizations and relationships is thinking ahead and planning for the future. We encourage all members to become more active and involved in our section.

Speaking of involvement ...



WE NEED MEMBERS TO FILL SECTION LEADERSHIP ROLES FOR 2025!

Required section leadership team positions must be filled for 2025. Please consider stepping up and volunteering to serve in the coming year. The required roles are Chair, Treasurer, Secretary, Membership Chair,

and Nominations Chair. Help is always needed in other areas as well, including Programs, Publicity, Social Media, and Communications.

Please contact our Nominations Chair, [Emily](#), or any of our current leadership team members if you are interested in helping our section by serving in a leadership role in 2025.

Hope to see you on September 14!

- Jo



CELEBRATE GOOD NEIGHBOR DAY – September 28

Good neighborliness defines how pleasant and comfortable our neighborhood is - neighbors can make or break your experience of living in an area. Being a good neighbor helps us build solid and long-lasting relationships. Good neighbors are like umbrellas on a rainy day, lending a helping hand in times of emergency.

Previous generations tended to regularly engage their neighbors in a lot of activities. They invited them to parties and balls, went riding with them, worked on their farms, invited them over for dinner, and took care of their homes whenever they went away. Nowadays, with everyone's busy schedules and technological advancements, there is often not nearly as much interaction.

In the early 1970s, Becky Mattson of Lakeside, Montana created National Good Neighbor Day as a day to connect with and recognize the importance of strong leaders. President Jimmy Carter later proclaimed it as an official holiday in 1978.

September 28 is Good Neighbor Day. This is a special day set aside to encourage everyone to reach out and get to know your neighbors. It is a blessing to have good neighbors; let's show them how much we appreciate them!

Here are some simple ways to reach out to your neighbors:

- Paint kindness rocks and hide them for your neighbors to find
- Bring in your neighbor's trash can from the curb
- Deliver some home-baked cookies or a cake
- Share extra vegetables or fruit from your garden
- Go on a family walk or bike ride and resolve to say "hello" to everyone you pass
- Offer to rake leaves, weed the flower bed, or other yard work a neighbor may need help with
- Invite a neighboring family over for backyard games, a BBQ, or dessert
- Leave a gift basket when someone has a new baby
- Smile at every single person you see during the day
- Arrange a babysitting swap night with another family
- Have your kids draw pictures for an elderly neighbor and then drop them off with a visit
- Just be friendly!

Remember ... *it's nice to be nice!*

September 14, 2024 Columbia Basin ASQ Site Visit and Tour

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

“Don’t Worry, Be Hoppy!”

**Saturday,
September 14, 2024**

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

TIME:

1:20 p.m. - Check in

1:30 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.

Reservations MUST be received by September 9. Send an email to denise.clements@aecom.com with your name, phone number, company affiliation, and if you will be staying for food after the tour,

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



Ice Harbor Brewery & Pub 10 East Bruneau Avenue – Kennewick

Join us on Saturday, September 14, for a tour of Ice Harbor Brewery. Brewer Emeritus Russ Corey will show us around the facility 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.

September 18, 2024 Invitation from Baltimore ASQ and ASQ Quality Management Division Virtual Webinar

DATE:

Wednesday
September 18, 2024

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

Time: 3:00 pm – 4:00 pm PDT

(check website to confirm time)

**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 ASQ's
Quality Management Division is
available [here](#).

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

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[myASQ community site](#).

Change Management for Middle Managers



Douglas C. Wood
CQE, CQA, CQPA, CSSBB, CMQ/OE
President, DC Wood Consulting



Sandra L. Furterer
CQE, CSSBB, CMQ/OE
Professor, Ohio State University

Change management is the process of planning for and implementing changes in an organization. It can be a great way to improve productivity and efficiency, but it can also be risky and difficult.

The August 7 webinar, "The Faces of Change Management," explained the pros and cons of the many approaches to both leading and managing change. It can be viewed on the QMD YouTube channel at <https://www.youtube.com/watch?v=SX-ZnOESwYg>

This new webinar will expand on those methods and explore what an ideal change management approach would look like for small to medium sized organizations.

This webinar is for all quality professionals, especially if you are in a small to medium organization (under 500 employees) and:

- Entering a new business
- Making a business improvement
- Managing a software change
- Building/transforming a business culture

Participants will:

- ✓ See how a survey of quality professional helped to rank features of change management using the Kano approach
- ✓ Learn how preparation and features of facets of change management in the well-established approaches can be tailored to smaller organizations
- ✓ Discuss the Pros and Cons of these approaches

About the speakers: Douglas C. Wood is the author of three quality-related books and has over 40 years of experience in the areas of cost of quality, office waste, root cause analysis, and performance measurement. His firm works with clients in manufacturing, healthcare, and transactional businesses. Doug has helped others with ASQ certifications in quality auditing, management, and engineering. He has also taught auditing, Lean, Six Sigma, cost of quality, statistics, and failure modes and effects analysis.

Sandra L. Furterer is an ASQ Fellow and Professor of Practice at Ohio State University. Her specialties include lean six sigma, process and change management, business systems analysis, and industrial engineering. She is an experienced leader in designing and deploying process improvement change programs to achieve operational excellence, customer satisfaction and profitability targets.

DATE:

Wednesday
September 18, 2024

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

Time:
6:00 pm to 8:00 pm PDT

Cost:
\$10 ASQ members
\$15 non-ASQ members

Register [here](#)

Attendance at this meeting earns
RUs toward ASQ recertification. (Be
sure to request this when joining
the meeting.)

More information about San Gabriel
Valley ASQ section 0702 is
available [here](#).

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

Soft Skills for Success



Dr. Manu K. Vora
Chairman & President, Business Excellence, Inc.

Did you know ...

- 92% of all executives say that Soft Skills are just as important – or more important – than Hard or Technical Skills (per LinkedIn's 2019 Global Talent Trends report)
- 92% of Deloitte's executives rated Soft Skills as a Critical Priority (per Deloitte's 2016 Global Human Capital Trends report)
- 90% of employers believe that graduates with Soft Skills will become increasingly important (per a Talent Q survey)
- 67% of all jobs in Australia will rely on Soft Skills by 2030 (per Deloitte Access Economics)
- 44% of U.S. executives say lack of Soft Skills is the biggest gap in the U.S. workforce
- In 2015, a National Association of Colleges and Employers (NACE) survey of employers listed "Ability to Work in a Team" as the most desirable attribute of new college graduates, ahead of problem solving and analytical/quantitative skills

In this presentation, Dr. Vora will provide guidance on Soft Skills for Success in life for students and professionals. He will discuss Communication, Leadership, Decision Making, Time Management, Teamwork, Problem Solving, Project Management, and Change Management. He will also discuss the importance of community service for giving back to society as a whole.

About the speaker: 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, he has taught Operations Management courses at business schools globally. He has contributed at 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 received his B.Tech. (Honors) in chemical engineering from Indian Institute of Technology (IIT), M.S. and Ph.D. in chemical engineering from Illinois Institute of Technology, Chicago, and MBA with Marketing Management from Keller Graduate School of Management, Chicago. He is a Past Vice President of ASQ and an ASQ Fellow. He is a sought-after speaker on business excellence and quality management with over 1,300 presentations globally and has over 75 scholarly publications. Dr. Vora has received numerous awards from institutions in the United States, United Kingdom, and India. Since 1989, he has served as Founding Director & President of Blind Foundation for India where his team has raised over \$6.5 million to serve two million blind people in India.

FREE RESOURCES FOR ASQ MEMBERS!

Don't forget to log in to the ASQ site and get your free ASQ Member Gifts in September! Each month, the focus is on a different aspect of quality, and the gifts include a variety of valuable resources. The August gifts were all about integrating management systems for success.

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 September 1 and 30.

UPCOMING ASQ CERTIFICATION EXAMS

ASQ certifications have 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 that will be offered November 1-30. The application deadline is October 13 for the following:

- 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

"Remember this your lifetime through: Tomorrow there will be more to do. And failure waits for all who stay, with some success made yesterday. Tomorrow you must try once more, and even harder than before."

~ John Robert Wooden

EVERYONE COMMUNICATES - BUT FEW CONNECT

HRDQ-U Live Webinar

September 3 from 11:00 am to 12:00 pm PDT

The ability to communicate effectively is absolutely crucial to be successful both in business and in relationships. Real communication boils down to the ability to connect with people.

In this webinar, presenter Patti Massullo will discuss:

- How connecting increases your influence
- The three components of effective communication
- How to make people listen
- How to find common ground

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

4TH ANNUAL CELEBRATION OF COMMUNITY, DIVERSITY & CULTURE

Tri-Cities Diversity & Inclusion Council Event

September 7 from 12:00 pm to 8:00 pm PDT in Richland

The Tri-Cities Diversity & Inclusion Council is a nonprofit community organization dedicated to fostering a unified community, embracing cultures, and celebrating diversity through education, advocacy, and the promotion of cultural competence and compassion.

The Celebration of Community, Diversity & Culture is a free event that encourages the entire community to come together to celebrate the diversity of our area. The event will be held at Howard Amon Park in Richland. There will be food trucks, vendors, art, cultural entertainment, and more. Additional information is available [here](#).

BOOST PRESENCE, TAME EMOTIONAL TRIGGERS, AND ERASE SELF-DOUBT

HRDQ-U Live Webinar

September 10 from 11:00 am to 12:00 pm PDT

How often do you hear that a person needs to work on their professional presence? Presence is an elusive term used to bundle a lot of expectations. These expectations include emotional intelligence, self-awareness, and speaking and acting with confidence. Having presence means being reasonable, level-headed, and using good judgment.

Presenter Carlann Fergusson will discuss:

- The seemingly never-ending cycle of self-doubt and how it can affect professional and executive presence
- How deep, profound personal awareness allows individuals to not only reclaim their professional or executive presence but also makes them a better leader, partner, and parent

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

LEADER STANDARD WORK: DEVELOPING YOUR LEADERSHIP HABITS

AME Seattle Consortium Virtual Webinar
September 13 from 9:00 am to 11:00 am PDT

Whirlwinds and firefighting tend to quickly take over the day. We get wrapped up in the things that are constantly pulling us away from our priorities and things we want to have the greatest impact on.

As a leader, those priorities are your team members. Having a standard way of working helps realign your work to really define what's important. It gives you a guide to keep you on track even when a whirlwind tries to take over.

Leader Standard Work (LSW) helps in the creation of new habits as a leader. These new habits will allow you to spend more time being present, helping your team grow and develop problem solving skills and sustaining changes and improvements.

In this interactive session with presenter Kelly DePaolo, you will:

- Focus on what it means to be a leader
- Understand the value of LSW
- Create a rough draft of your own LSW

This webinar is for anyone who leads people, whether formally or informally and would like to have more control over their daily activities.

The cost is \$69 for ASQ members or \$99 for non-members. Some pre-work is required. Register [here](#).

6TH ANNUAL PASCO CHAMBER CRAWFEST FUNDRAISER

September 14 from 11:30 am to 6:30 pm PDT in Pasco

Buddy Bentz from the legendary Jack-Sons Crawfish boils will be teaming up with his son Matt Bentz to bring the authentic taste of a Louisiana Crawdad Boil to Pasco on September 14.

Bring your lawn chairs and your family to Osprey Pointe, along the grassy banks of the Columbia River, for a delicious Crawdad Boil with corn, potatoes, and sausage.

Other festivities include:

- Vendors and food trucks
- A beer & wine garden
- Live Music Performances
- Crawfish Eating Contest

There is no charge to attend this event. For more information or to pre-order CrawFest Boil trays, click [here](#).

MAKING WEBSITES USABLE

Mid-Columbia PRSA Webinar
September 18 from 12:00 pm to 1:00 pm PDT

Could your organization use some help to make your website a little more user-friendly? What do you know about web design and AI?

Presenter Ryan Risenmay, who teaches web design and usability, will provide tips to help users find what they need, complete tasks, and have a positive experience on their websites. Attendees will learn:

- Ways to conduct user research
- Accessibility requirements
- Testing and iterating on designs
- Using AI to increase usability
- Optimizing for mobile
- Web designer and UX collaboration

Cost for the Zoom webinar is \$15. Register [here](#).

BREAKING THE FORGETTING CURVE: COST-EFFECTIVE POST COURSE REINFORCEMENT TO IMPROVE TRAINING RESULTS

CHOLearning Webinar
September 24 from 8:00 am to 9:00 am PDT

How can you use spaced repetition and reinforcement to ensure trainees remember what you teach them in your training programs? Effective ROI strategies for post-course retention *are* possible.

Presenter Richard Arnold is a Human Performance Technologist with over 40 years of experience leading organizational analysis and development efforts across government, commercial and international sectors.

Richard will discuss a cost-effective approach to foster significant post-course retention without the need for lengthy just-in-time job site training, refresher courses, or repeat training.

There is no charge to participate in this webinar, but [registration](#) is required.

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.

READINESS RENDEVOUS – FDA’S QSR UPDATE TO QMSR

ASQ Medical Device Division Virtual Webinar
September 24 from 1:00 pm to 4:00 pm PDT

How well are you prepared for compliance to FDA’s adoption of ISO 13485:2016? Is your company knowledgeable regarding the changes/additions required for the incorporation of ISO 13485 in CFR 820?

Find out more about the required changes to update your FDA-based quality system compliance to meet the new regulatory requirement.

Topics to be covered include:

- Overview of updates to the regulation
- Scope, definitions, and changes to previous exemptions
- Control of records and complaints
- Requirements for QMS, which includes design process and records
- Control of production and service, including device labeling and packaging
- Compliance “how to” and direction
- Auditor compliance requirements

Speakers include Captain Kimberly Lewandowski-Walker, Senior Regulatory Officer, Center for Devices and Radiological Health, U.S. Food and Drug Administration; Teresa Cherry, Vice President Quality Assurance and Regulatory Affairs, Xenix Medical; and Timothy Barash, BSI Assessor (retired).

Cost is \$79. For more information and to register, click [here](#).

UNLOCKING YOUR TEAM’S POTENTIAL: MAXIMIZING AND MODIFYING YOUR PERSONALITY

Online Course with Paul D. Casey

There is power in self-awareness; in reflecting upon our behavior and our impact on others.

Knowing your personality style, beyond a DISC assessment or EIQ, and maximizing it is step one. A leader’s mold can’t fit everyone; diversity is essential. Understanding those around you and modifying your approach increases your influence on controllable factors fostering growth.

This online personality course with Paul Casey aims to expand your “Circle of Influence” through tools for improved communication, enhanced self-awareness, and true team motivation.

Unlock your team’s potential by maximizing and modifying your personality. You and your team will be better equipped with the knowledge of self and “others” based on the four personalities: Otter, Lion, Golden Retriever, and Beaver.

The introductory price for this course is only \$125. Register [here](#).



2024 SIGN FAMILY REUNION FUNDRAISER

September 26 from 6:00 pm to 8:30 pm PDT in Richland

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. 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.

The September 26 event will be held at the Holiday Inn, Richland, and includes a social hour, dinner, and the opportunity to meet and learn more about SIGN surgeons from around the globe, who will be in town for the annual SIGN Conference.

Tickets are \$50. More information about the event is available [here](#).

30TH ASQ AUDIT DIVISION CONFERENCE

In Collaboration with the ASQ Food, Drug & Cosmetics Division

October 9 and 10 in Reno

The purpose of this conference is to provide a premiere opportunity for learning, networking, knowledge-sharing, professional development, and career growth. In addition, there will be entertaining activities; including Audit Jeopardy, Sponsor Bingo, and an evening Gala which is a fun networking opportunity with great food and live music.

Keynote speakers include Michael Mascaro, Rai Chowdhary, and Shauna Wilson. There will be four tracks of educational sessions offered.

Conference speakers and topics include:

[Cathleen Howick](#): “How to Audit for Food Safety Culture”

[Paul Russell](#): “Internal Audit Handbook”

[Joyjit Mukhopadhyay](#): “The Risks of not Understanding the Risks”

[Maria Habib](#): “Internal Auditing in a Small Business - Best Practices for Remote Audits and How MS Teams can Help”

[Susan Gorveatte](#): “Building Your AUDIT CHARACTER-istics – An Interactive Teambuilding Workshop”

Cost for the two-day conference is \$1099 for ASQ members and \$1249 for non-members. More information is available [here](#).

ASQ QUALITY INNOVATIONS SUMMIT

Hybrid Event October 8-10 in Milwaukee

The Quality Innovations Summit will delve into the latest trends and best practices and will explore the future of leadership, operational, and digital excellence through a series of captivating sessions and thought-provoking discussions. Industry experts and thought leaders will share vivid insights and personal experiences to help navigate challenges across organizations of all sizes and industries.

The Summit is designed to connect attendees with Quality leaders, peers, and like-minded individuals who share a passion for excellence. This event is more than just a meeting point; it's a gateway to becoming part of a vibrant community, committed to exchanging innovative ideas, overcoming challenges, and capturing new opportunities together.

The in-person event includes eight concurrent sessions, four QiS talks, two workshops, one keynote, two general sessions/panel discussions, two networking receptions, tours of local organizations, and networking opportunities.

The virtual summit includes four QiS talks, one keynote, two general sessions/panel discussions, and networking/breakout discussions.

For the in-person event, cost is \$699 for ASQ members and \$899 for non-members. Cost for the virtual option is \$199 for ASQ members and \$249 for non-members. More information is available [here](#).

THE POWER OF CONNECTION FUNDRAISER

Columbia Basin College Fundraiser

October 10 from 6:00 pm to 9:00 pm PDT in Pasco

The Columbia Basin College (CBC) Foundation was established in 1984 to give everyone an opportunity to invest in the educational mission of CBC. Community support ensures that students receive scholarships and wrap-around support services to help them be successful. It also ensures that CBC programs receive additional funding needed for equipment and special projects. Through the generosity of donors, the foundation has awarded more than \$10 million in scholarships and provided nearly \$12 million to support college programs and priorities.

This year's annual fundraiser will be held at the Pasco Red Lion and will celebrate CBC students and raise valuable scholarship dollars to allow even more students to be successful in the future.

If you love game shows, this night is for you and your friends. Get ready to play games, win fabulous prizes and help raise money for student scholarships.

Purchase tickets (\$150) or make a donation [here](#).

PACIFIC REGION QUALITY CONFERENCE

Hybrid Event

October 26 from 9:00 am to 5:30 pm PDT

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

Keynote speakers will be Milton Krivokuca, *Quality Magazine's* Quality Professional of the Year, and Chris Alexander, an award-winning author and CEO of Synergy Executive Education. Other speakers include Jan Steiner, Babak Baghaei, and Govind Ramu.

Cost for the in-person event which includes lunch is \$50. Cost for virtual attendance is \$20. Additional information is available [here](#). The website will be updated as additional speakers and the schedule are finalized.

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 |
| Community Outreach 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 23rd of the month.