

KEEP CALM – SPRING IS COMING! TIME TO PLANT SOME ASQ SEEDS!

by Jo Haberstok

Are you a winter person, someone who loves seeing six inches of snow on the ground for weeks, the nearby ski resorts open every day, and you get to bundle up in layers? Or are you a summer person, basking in 100-plus degrees, enjoying hot weather sports, shorts, and sandals? Or maybe you're an in-between – you don't mind a little snow (as long as it doesn't stick around for long) but you look forward to warmer weather and being able to leave the puffy parka and scarf in the closet so you can get outside, work in the yard again, and start planting vegetables.

We've been pretty fortunate in our area so far this winter in terms of the weather. Even so, we are probably all at least beginning to think about Spring being on the horizon. When I think of Spring, I think about new growth – the grass beginning to turn green, and the daffodils, crocuses, and tulips starting to bloom.

New growth doesn't just happen – it takes some effort. You need to plan the garden layout, prepare the soil, sow seeds or plant flowers, fertilize, water, and more.

With spring just around the corner, this is a good time to start thinking about ways to grow our local ASQ section as well. Our leadership team is always looking for ideas – and volunteers – to help recruit new members.



There are many ways you can help. Here is just one.

I'd like to request that each of you approach at least one co-worker, friend, or family member who may be interested in the field of quality (which includes communications, teamwork, leadership, quality standards, tools, and techniques)

about joining ASQ every month in 2025. That's just 12 individuals, most of whom you probably talk to about some aspect of quality on a regular basis. Some employers will even cover the annual membership fee of \$185.

Membership offers many benefits, including:

- Professional development opportunities
- Certification discounts
- Networking
- ASQ publications

Please take a moment and reach out to someone you know about joining ASQ and our Columbia Basin section. More information about membership can be found [here](#).



RANDOM ACTS OF KINDNESS

by Jo Haberstok

(with excerpts from the AARP website)

Random Acts of Kindness Week is February 9-15, and the official Random Acts of Kindness Day is February 17. But we shouldn't need an official proclamation to do good things every day.

In today's environment, where everyone seems to have so many things to do, people to see, and places to go, it sometimes feels like kindness and courtesy have begun to take a back seat. Acts of kindness may not be high on everyone's priority list.

I was getting in line at the only available checkout at the grocery store the other day, with just a handful of items. The fellow in front of me had a full shopping cart. He saw me, smiled, and invited me to go ahead of him. That small act of kindness made me feel really good.

When someone does something nice for another individual (without being asked), it usually improves the day for both of them. And if you happen to be feeling a little down or out of sorts, practicing random acts of kindness may help. A study from The Ohio State University found that people suffering from depression or anxiety may find relief in doing nice things for others. Another study from the University of Oxford found that performing acts of kindness over the course of a week boosted happiness.

The good news is that practicing kindness can be done in simple ways that don't take much time or effort but can pay off in big ways. Here are just a few ways you can start at almost any time.

- Check in with someone who may be lonely or has recently suffered a loss
- Pick up a few extra groceries/offer to shop for someone
- Find fun and unusual ways to reuse and recycle ([ideas](#))
- Reward good service/businesses with complimentary reviews
- Tell a friend you care (send a card or email)
- Let someone go ahead of you in line (or pay for someone's coffee or meal)
- Donate items you don't need ([ideas](#))
- Take a photo for someone (let them be in the picture)

Looking for more ideas? The Random Acts Foundation publishes [a free calendar](#) that lists ideas for daily acts of kindness.

February 13, 2025
Invitation from
Charlotte ASQ Section
Virtual Webinar

DATE:

Thursday,
February 13, 2025

**Crafting the Perfect Prompt for
ChatGPT and AI Tools**

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

TIME:

3:00 pm to 6:00 pm PST
(check website to confirm time)

Cost:

There is no charge for ASQ members/non-members.

[Advance registration](#) is required for planning purposes and to receive RU credit following the meeting.

More information about ASQ's Charlotte Section is available [here](#).

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



Zac Jarrard

CQIA, CQPA, SSBB, CMQ/OE
President, Jarrard Consulting, LLC

Are you interested in learning more about AI tools? Would you like to explore how to develop effective AI prompts?

There are currently several powerful AI tools at our disposal. Some businesses and organizations are starting to adopt them. However, one of the biggest challenges is asking the right question or prompting a useful response. This takes time and could eventually become part of the quality management process.

Presenter Zac Jarrard will:

- Define AI prompts and examine a framework for developing strong ones
- Provide a hands-on activity where attendees create prompts
- Share best practices for using AI tools
- Review lessons learned from his experiences developing prompts for AI tools

About the speaker: Zac Jarrard is President of Jarrard Consulting and is a global community supporter and multi-generational leader and speaker. He has provided consulting services for businesses, nonprofits, and K-12 groups across the United States. Zac enjoys helping organizations and multi-generational teams achieve success. His extensive background in project management, agile, gamification, and working across different age groups has served him well to assist organizations in improving productivity, delivering project results, and communication between younger and older generations in the workplace.

February 13, 2025 Invitation from ASQ Phoenix Section Virtual Webinar

DATE:

Thursday,
February 13, 2025

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

TIME:

5:00 pm to 7:00 pm PST

(check website to confirm time)

There is no charge for ASQ members or non-members.

[Advance registration](#) is required for planning purposes and to receive RU credit following the meeting.

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

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

Enhancing People Skills: Communicating with Younger Co-Workers and Embracing Quality Beyond the Task



Sandra Menzies, MS, ICF-ACC, CQA, CQM/OE, PMP President, Menzies Coaching & Consulting

In today's diverse workplace, effective communication and a commitment to quality are essential for success. This engaging presentation will explore three key areas:

People Skills: Learn the importance of interpersonal skills in fostering a collaborative and productive work environment. Discover practical techniques to enhance your ability to connect with colleagues, build trust, and navigate workplace dynamics.

Speaking to Younger Co-Workers: Understand the unique perspectives and communication styles of younger generations. Gain insights into bridging generational gaps, fostering mutual respect, and leveraging the strengths of a multi-generational team.

Quality Beyond the Task: Quality is more than just completing tasks correctly; it's about delivering excellence in every aspect of your work. Explore the broader implications of quality, including continuous improvement, attention to detail, and the impact of your work on the overall success of the organization.

Join us for this informative session to elevate your professional skills and contribute to a high-performing, quality-driven workplace.

About the speaker: Sandra Menzies has over 35 years of experience and has held quality-related and project management positions at BioQual, Biocon, Inc., Otsuka Maryland Research Institute, TherImmune Research Corporation, and the Food and Drug Administration. She currently uses her knowledge and experience to serve clients as a Holistic Leadership Coach and trainer. Sandy specializes in providing space for clients to explore who they are personally and professionally, so they can grow and live the life they want. Clients identify and practice ways that they can live with intention and purpose, so that they can embrace the next steps in their journey.

February 27, 2025 Invitation from ASQ Innovation & Government Divisions Virtual Webinar

DATE:

Thursday,
February 27, 2025

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

Time:

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

Cost:

There is no charge for ASQ members/non-members

[Advance registration](#) is required for planning purposes and to receive RU credit following the meeting.

More information about ASQ's Innovation Division is available [here](#). Learn more about ASQ's Government Division [here](#).

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

The Future of Business Development: An Innovative Approach to Dialogue and Decision-Making



Peter Lierni

Founder, Solutioneering and Co-Founder, SET™

This presentation will explore how innovation is reshaping the business development lifecycle through the role of the Solution Facilitator. Learn how structured dialogue, collaborative analysis, and independent facilitation are driving more effective strategies for competitive procurement. Discover how this approach leads to deeper insights, better decision-making, and more successful outcomes for your business in a fast-evolving landscape. Empower your team to enhance value, mitigate risks, and stay ahead of the competition.

- **Understand the Role of Innovative Dialogue in Business Development:** Gain insights into how structured, collaborative dialogue can enhance strategic decision-making and drive successful outcomes in competitive procurements.
- **Explore the Function of the Solution Facilitator:** Learn how an independent facilitator can bridge gaps in the business development lifecycle, fostering deeper analysis and critical thinking to create a winning strategy.
- **Apply Innovative Techniques for Competitive Advantage:** Discover practical approaches to transforming business development processes, enabling your team to adapt and thrive in a dynamic and evolving market landscape.

About the speaker: Peter Lierni has more than two decades of experience designing and developing winning solutions. He has worked in the federal, state, local, and international market spaces. Peter is the Founder of Solutioneering and Co-Founder of SET™, which is a collaborative, strategic analysis software that helps business development teams win competitive procurements to increase revenue, reputation, and intellectual capital - i.e., company value. His book, *Solution Engineering: Winning Proposals are Engineered, not just Written*, teaches a simple yet powerful, deliberate, engineering-based approach to designing proposal solutions.

FREE GIFTS FOR ASQ MEMBERS IN FEBRUARY

Member Gifts are an exclusive benefit for all ASQ members.

Each monthly gift bundle addresses a specific quality hot topic, method, or tool and can include dozens of valuable resources from ASQ's vast and ever-growing knowledge repository including in-depth expert webcasts, complete Quality Press eBooks, journal articles, industry case studies and benchmarking reports, and downloadable templates.

January's focus (available through January 31) was on career advancement for quality professionals.

Don't forget - 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 February 1 and February 28.

ASQ CERTIFICATIONS – UPCOMING 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 April 1-30. The application deadline is March 9.

- 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)
- CCQM (Construction Quality Manager)

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

myASQ ONLINE COMMUNITY

myASQ is ASQ's online community of practice designed to bring together members from around the world. The community provides you as an ASQ member with the opportunity to expand your network and to learn from others no matter what your location, industry, or topic interests may be. Learn from a broader audience of quality professionals and practitioners – anytime, anywhere.

Many geographic and technical communities, as well as other ASQ groups, have online communities. Access our Columbia Basin ASQ community [here](#) to keep up with section news and to join discussions about quality.

ASQ'S NEW CERTIFICATION - CERTIFIED CONSTRUCTION QUALITY MANAGER

Next Exam will be offered in April

ASQE recently announced that the [ASQ Certified Construction Quality Manager \(CCQM\)](#) is now available online. This new credential is designed to enhance construction quality and ensure sustainable practices across the industry and is a testament to ASQ's commitment to driving excellence and innovation in construction quality management.

The development of the CCQM certification was a major collaborative effort between ASQ and ASQE, spearheaded by ASQ's Design and Construction Division (DCD), with significant contributions from construction subject matter experts from across many industry segments. This collaborative approach ensured that the certification is globally relevant and reflects the latest industry standards and best practices.

Is this certification for you? The Certified Construction Quality Manager (CCQM) is a professional who ensures construction projects adhere to rigorous quality standards throughout their lifecycle. A CCQM oversees contract development, strategic quality planning, resource management, the design process, required documentation, and project closure. They apply principles of quality control, team building, project management best practices, risk management, environmental and social governance, and safety management to enhance construction project quality and achieve planned outcomes. Additionally, they utilize statistical methods and quality tools to analyze and improve construction processes, ensuring that the final deliverables meet all stakeholder expectations and industry and quality standards.

For more information, download the [Construction Quality Manager Certification Body of Knowledge](#).

INNOVATION TOOLS AND TECHNIQUES

**ASQ Innovation Division Virtual Event
February 3 from 3:30 pm to 4:30 pm PST**

Are you interested in enhancing your innovation skills and becoming a leader in your organization? Do you have innovation leadership experience you would like to share with others?

The ASQ Innovation Technical Community Monthly Chat helps connect aspiring and experienced innovators and provides tools to help individuals become innovation champions. Each session focuses on key topics from the ASQ Innovation Body of Knowledge, providing practical strategies to drive change and inspire creativity.

The February 3 event with presenter Rebecca Mott will explore tools and techniques to enhance innovation efforts, making processes faster, smarter, and more effective.

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

TIME MANAGEMENT

PMI CRB Hybrid Meeting

February 4 from 5:30 pm to 7:30 pm PST

What do you find yourself spending your time on? Do you feel frustrated at the end of the day because you didn't complete all you'd planned? Do you feel derailed by things beyond your control? Do you feel burnt out?

Presenter Matt Taubman will look at these and other questions in several ways. He will explore the importance of proactive time management, while focusing on fundamental and simple changes which can make a substantial difference. The goal is to lift the stress and burden from yourself and others where you can.

This is a hybrid meeting, offered in-person at CG Public House in Kennewick (with dinner) for \$30, or remotely (via Zoom) for \$15. Additional details and the registration link can be found [here](#).

HOW TO MAKE AND INTERPRET A STATEMENT OF CONFORMITY

ASQ Inspection Division Virtual Webinar

February 11 from 4:00 pm to 5:30 pm PST

When a calibration report is provided by a calibration supplier, a typical concern for the customer is to know if the item calibrated is within the tolerance specified so it can be used with confidence. While this traditional approach is still thought to be fine over the years, measurement science has evolved where it is not a simple binary issue of a "pass" or "fail" status within manufacturer's specification.

Laboratory accreditation to ISO/IEC 17025 has advanced the good practices related to calibration to include more information to the process of calibrating an item and calling it within conformance ("pass" or "fail").

This presentation describes what is involved in making a statement of conformity. What was traditionally the job of a calibration laboratory ("the experts") to make a call ("pass" or "fail") now requires interaction up front from the customer before they can make that call on a calibration certificate. The contract review phase becomes more important in specifying the calibration requirements by the customer.

Presenter Dilip A. Shah will educate both consumers and suppliers of calibration services on what is required of them to ensure that an appropriate pass or fail call is made to meet the requirements of the customer when a calibration activity takes place.

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

UNDERSTANDING THE STAGES OF STRATEGIC PLANNING AND THE RELEVANCE OF QUALITY

ASQ Quality Management Division Webinar

February 13 from 3:00 pm to 4:00 pm PST

Are you interested in creating a quality strategic plan that is integrated to that of your company? Do you want to demonstrate to your leadership how quality is making a difference?

In this webinar, presenter Jd Marhevko will cover:

- The five stages of strategic planning development and deployment (SPDD)
- How Quality professionals can apply the SPDD format
- How to strategically demonstrate quality relevance

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

THE NEXT ITERATION OF AI IN MEDICAL DEVICES

Minnesota ASQ Section Virtual Meeting

February 13 from 3:00 pm to 4:00 pm PST

What is AI (Artificial Intelligence) and ML (Machine Learning)?

Do we all have the same understanding? How do we trust the data? What about bias or managing risk?

Artificial Intelligence is an impressively fast-moving technology in all fields, especially for medical devices. It is already improving patient lives with innovative healthcare, lower healthcare costs, and better patient outcomes but, as with all advances, if not properly regulated these benefits could possibly open risks to safety and security.

Pat Baird, Senior Regulatory Specialist at Philips, will address new and emerging regulations and standards (both national and international), and where this technology will take us in the next few years.

Learn more about:

- Differences between AI and ML
- Differences between Predictive AI and Generative AI
- FDA Cleared AI examples
- Popularity of AI
- ML versus traditional quality and regulation
- Key success factors and challenges

Cost is \$20 for ASQ members or \$40 for non-members. Register [here](#).

BUSINESS AFTER HOURS – NETWORKING EVENT

February 13 from 4:00 pm to 6:00 pm PST in Benton City

Here's another great opportunity for networking!

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.

This month's event is being hosted by Sugar Pine Barn at Tucannon Cellars, located at 40504 North Demoss Road in Benton City.

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! More information is available [here](#).

GENERATIVE ARTIFICIAL INTELLIGENCE IN ACADEMIA

Buffalo ASQ Section Virtual Webinar

February 18 from 3:30 pm to 4:30 pm PST

Generative Artificial Intelligence (GAI) presents transformative potential for enhancing quality and productivity in academia by streamlining curriculum design and improving instructional efficiency.

Presenters Dr. Lisa Walters, Dr. Mark Nickerson, and Dr. So Jin Yu, will demonstrate how GAI can be strategically applied to develop structured and engaging syllabi, using an accounting course as a model. They will showcase methods for harnessing GAI to generate initial syllabus drafts and refine lesson plans, resulting in optimized, high-quality educational materials.

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

QUOTE OF THE MONTH

“Do whatever it takes to avoid fooling yourself into believing that something is true when it is false, or that something is false when it is true.”

~ Neil deGrasse Tyson

RESPECT FOR PEOPLE ROADMAP

Seattle AME Virtual Webinar

February 19 from 1:00 pm to 2:00 pm PST

Do you respect people or truly practice Respect for People? Many of us assume that being generally respectful to others means we are practicing Respect for People, but the two are not the same.

What's the difference?

Presenter Scott Gavin will share information about The Respect for People Roadmap, which delves into this important distinction, providing the mindsets and behaviors needed to embed Respect for People as a systemic practice.

It's not enough to focus on process. Unlocking performance requires organizations to also foster the right workplace behaviors. To be agile and resilient enough to move at the speed of customer demand, leaders need to better mobilize one of their most powerful and underutilized assets: employee engagement.

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

MANAGING COMPLEX CHANGE IS NOT EASY

Buffalo ASQ Section Virtual Meeting

February 20 from 3:30 pm to 4:30 pm PST

Lean Six Sigma (LSS) practitioners typically attempt to improve an existing process by reinventing it to be more efficient, effective, and consistent while cutting out waste.

When running a typical LSS project the practitioner has three main objectives - understand the current process, analyze the process for cost, time, and quality performance, and then transform the process. The LSS team focuses mainly on the Levels 1, 2, 3 and 4 to map, analyze, eliminate waste, and standardize the process.

Presenter Bonnie Stone will describe author Rolf Smith's 7 Levels of Change and share tips on how to leverage them by challenging attendees to think differently to achieve breakthrough change.

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

CME LEANCON 2025: ESTABLISHING A CULTURE OF EXCELLENCE

February 24-25 in Delta Dartmouth, Nova Scotia

LeanCon 2025, hosted by the Institute for Operational Excellence (IOE), an initiative by Canadian Manufacturers & Exporters (CME) Nova Scotia, provides an opportunity to connect with over 150 industry leaders and professionals.

This premier event will focus on strategies to establish a culture of excellence across industries, from manufacturing to healthcare and beyond.

Two globally recognized experts in operational excellence will be featured as keynote speakers. **Sensei Akinori Hyodo** will discuss Kaizen and continuous improvement through the Toyota Production System (TPS) and will lead a workshop on creating a culture of excellence. Versatile and prolific author and trainer **Bob Emiliani** will discuss establishing a culture of excellence and will offer a workshop on speed leadership, providing leaders with practical, fast-acting techniques.

LeanCon 2025 also features a range of workshops, presentations, and networking opportunities designed to help organizations across industries achieve operational excellence.

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

WCQI 2025 – DENVER – MAY 4-7

Join other quality professionals at the World Conference on Quality & Improvement (WCQI).

Learn more about:

- Propelling People to the Summit
- Achieving Peak Process Performance
- Tools and Tech for the Trek

Cost is \$1,499 for ASQ members, or \$1,699 for non-members.

More information 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.

ASSOCIATE DEGREE IN LOGISTICS & SUPPLY CHAIN RESILIENCE

Columbia Basin College (CBC) in Pasco now offers a degree program for quality professionals wanting to explore and gain advanced technical skills in supply chain resilience, analyzing risk and creating mitigations plans, while applying enterprise resource planning systems within a global perspective.

Graduates in the field of logistics and supply chain resilience can pursue a wide variety of career opportunities, including:

- Supply Chain Analyst
- Logistics Coordinator
- Inventory Manager
- Transportation Manager
- Procurement Specialist
- Operations Manager

More information about the program can be found on CBC's [website](#).

WINTER WARM UP / WINTER TUNE UP

from Gorveatte Consulting Newsletter

Now that we are well into our coldest season, it's time for a reminder to be ready for winter weather. A few important tips and precautions can make all the difference during this time of year.

Make sure your car is winter-ready: Keep an emergency pack in your vehicle filled with an emergency blanket, a first aid kit, some nonperishable snacks, cables, and more. Also, remember to check your fluid levels before each road trip and have your car regularly serviced including winter tires if you are in an area that needs them. Remember to always check your gas level and keep your tank above half full.

Prepare yourself for exposure to winter elements: Dress warmly and limit exposure to cold temperatures to prevent frostbite. Also, try to avoid getting too wet to prevent any risk of hypothermia.

Powerline Safety: If you come across downed powerlines, call emergency services or your local utility provider. If a powerline falls on your car, don't touch the line or the car.

Weatherproof your home against the cold: "An ounce of prevention is worth a pound of cure" - and that is true when it comes to your home. Make sure to caulk and weatherstrip doors and windows to keep out unwanted drafts and moisture. Ensure your smoke and carbon monoxide detector batteries are working and have your chimney inspected each year.



IT'S HEART HEALTHY MONTH!

Why do we observe American Heart Month every February?

Well, every year more than 600,000 Americans die from heart disease. The number one cause of deaths for most groups, heart disease affects all ages, genders, and ethnicities. Risk factors include high cholesterol, high blood pressure, smoking, diabetes, and excessive alcohol use.

Do you know how to keep your heart healthy? You can take an active role in reducing your risk for heart disease by eating a healthy diet, engaging in physical activity, and managing your cholesterol and blood pressure.

For some interesting facts about heart health and other resources, click [here](#). And remember, February 7 is National Wear Red Day.

FIGHTING HUNGER AND FEEDING HOPE: SECOND HARVEST NEEDS SUPPORT

Everyone has the right to health, and nutritious food is a key ingredient in the recipe for a healthy life. Everyone should have access to the food they need to live a life full of the activities and people they love.

Second Harvest works hard to get food onto the tables of families, kids and seniors facing hunger in our community.

As the new year begins, the shelves at Second Harvest are emptier than they have been in years because of inflation and supply chain challenges. At the same time, more and more people are turning to food banks for help. Right now, 1 in 7 people—and 1 in 5 children - don't know where their next meal will come from.

Second Harvest is a 501(c)(3) nonprofit that brings community resources together to feed people in need through empowerment, education, and partnerships.

Click [here](#) for more information about Second Harvest, and for additional links where you can support the Tri-Cities facility, either by donating monetarily or by volunteering to help with sorting and repacking food, hosting a fundraiser, or helping with a community event.

2025 COLUMBIA BASIN ASQ LEADERSHIP TEAM January 1 - December 31, 2025	
Section Chair	Denise Fast
Secretary	Denise Clements
Treasurer	Cindy Taylor
Membership Chair	Jo Haberstock
Nominations Chair	Emily Wilson
Newsletter Editor	Robert Boykin
Publicity Chair	Jo Haberstock
Webmaster	Steve Prevette
Programs Chair	Vacant
Social Media Chair	Vacant
Voice of the Customer 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 22nd of the month.

