

2026 SECTION LEADERSHIP TEAM – AND THE BENEFITS OF VOLUNTEERING

by Jo Haberstk

I'm sure you all read the article in last month's newsletter - and the ones in the previous two newsletters as well - asking for volunteers to fill the required 2026 section leadership team positions.

The response, unfortunately, has not been good so far. We would really like to have the 2026 team members identified as soon as possible so they can begin working with the current team and help make transitions as seamless as possible.

We need members to step up to keep our section active and thriving in 2026.

The positions that must be filled (per ASQ requirements) are Section Chair, Treasurer, Secretary, Membership Chair, and Nominations Chair. It would be great to have additional volunteers to help with other activities as well, including member recruitment and retention, program planning, site visits, workshops/conferences, marketing/publicity, social media, voice of the customer, and the newsletter and website.

Volunteering can be extremely rewarding and a lot of fun!

- ✓ Make a positive difference in your community
- ✓ Create a sense of belonging and a sense of purpose
- ✓ Build new skills and enhance current ones
- ✓ Increase self-confidence
- ✓ Meet new people and build your professional network
- ✓ Face new experiences and challenge yourself
- ✓ Volunteering helps counteract the effects of stress, anger, and anxiety – it feels *good* to contribute to projects and organizations

Serving in a section leadership role also earns recertification credit (RUs), not to mention the opportunity to help introduce others in our section area to the importance of continuous improvement and the use of quality tools and techniques.

Please contact [Steve](#), our Nominations Chair, or any other leadership team member - or send a message to our section [mailbox](#) if you are interested in or have questions about any of the positions. We are happy to provide more information. It is important to note that most positions require a time commitment of only a few hours each month.

FOOD FOR THOUGHT...

(from The Prosperous Professional website)

How would you behave if the following happened to you?

After many hours of hopelessly waiting to board a London-bound 747, the flight was eventually cancelled due to engine problems. Following the cancellation, all 400 passengers began pacing forward and back, muttering to themselves. "I'm going to miss my connecting flight!" "I'm going to miss my daughter's wedding!" "Forty people are counting on me to be in London, and now they'll have to postpone their leadership program!!" Let's presume you are the one that 40 people are counting on to lead their leadership program.

Moans, anger, and a general sense of panic filled the air. As the passengers neared the ticketing area for re-booking, there were only four people behind the counter, and it was going to be a long wait.

When your turn finally comes to talk to a booking agent, you are told, "I'm so sorry but I can't get you to London today." Just as you are about to start foaming at the mouth, you notice the fear in the agent's eyes.

Would you give any thought to the day the booking agent has had? He might have been called back to work after heading home following a long shift or going to visit his ailing father in the hospital. Would you care about that, or would you tear into him without a second thought? I would like to believe that you would treat the individual the way you'd like to be treated if the roles were reversed.

According to the article, the act of putting ourselves in other people's shoes is called perspective-taking. It is related to but distinct from empathy; in that empathy involves experiencing others' emotions, and perspective-taking means imagining what others are thinking and feeling.

The bottom line, according to the article, is that if we want to create a better, more cooperative world, we could all stand to sharpen our perspective-taking skills. One tool we can use is what psychologist Richard Weissbourd calls "Zoom in, zoom out." In emotionally charged situations, start by "zooming in" on your perspective to understand it. Next, "zoom out" and consider the perspectives of others involved. The result could be a deeper understanding of the situation and a calmer mindset. And for those of you seeking an extra boost, you can try considering the other person's perspective first.

To paraphrase the late Stephen R. Covey, to be highly successful, we should strive to understand others before we try to be understood.

September 8, 2025 Virtual Meeting

DATE:

Monday,
September 8, 2025

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

Time: 6:00 pm – 7:00 pm PDT

There is no charge for ASQ
members for this meeting.

[Registration](#) is required for
planning purposes and to
receive RU credit following
the event.

Questions? Contact [Marcela](#)

Information about Cascades
PNW ASQ Section 0607 is
available [here](#).

For more information about
our Columbia Basin ASQ
Section 614 and other
upcoming events:
www.asq614.org/ or our
[myASQ community site](#).

Calibration and Traceability: Myths and Misnomers



Heather Wade, ASQ-CCT, ASQ-CQA
President, Heather Wade Group

NIST Traceability: Adjustment is the same as calibration? A calibration is good forever?

ISO 17025 Certification: There is one appropriate calibration method for any type of measuring equipment?

These are all just a few of the myths and misnomers related to calibration and traceability. Language, understanding, and use of correct terminology improve communication and can reduce mistakes and misunderstandings.

Ultimately, using correct words and terms reduces risk. This is of immense value to manufacturing, testing and calibrations laboratories, auditors, customers, and consumers.

Learning Objectives:

- Common myths and misnomers regarding calibration and measurement traceability
- Correct and current measurement-related terminology
- Measurement traceability - what it is, what it means, and how to ensure it

About the Speaker: Heather A. Wade is a recognized metrology subject matter expert and internationally sought presenter. She excels at presenting useful and easy-to-implement practices. Heather is Editor of ASQ's Metrology Handbook, 3rd Edition and is Past Chair of ASQ's Measurement Quality Division. She is an A2LA ISO/IEC 17025 Lead & Technical accreditation assessor for calibration and test labs.

A graduate of the University of Michigan with a B.S. in Biology, Heather worked as a microbiologist, filter test specialist, laboratory compliance officer, extraction chemist, and analytical chemist before moving full-time into metrology. She brings all of her 30+ years of professional experience together to provide "Pain Relief for Measurement Headaches" for her consulting clients and for audiences everywhere.

Invitation from Temecula ASQ Section September 17, 2025 Virtual Webinar

DATE:

Wednesday,
September 17, 2025

This is a virtual/online
(Webex) webinar.

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

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

No advance registration is
required – just go to the
Webex link for the meeting.

Online Instructions:

Url: <https://asq.webex.com/asq/j.php?MTID=m220b97222040ebced86207e3ec7b4e9d>

Webinar number:
2552 290 4158

Webinar password: YwCPqr275
(38992777 when dialing from a
phone or video system)

Join by phone: 1-877-668-4490
Call-in toll-free number
(US/Canada)

Access code: 255 229 04158

Questions? Contact [Philip](#)

Attendance at this meeting
earns RUs toward ASQ
recertification.

For more information about
the Temecula ASQ section,
click [here](#).

For more about our Columbia
Basin ASQ section and other
upcoming events, visit our
[myASQ Community](#) or
www.asq614.org/.

Six Sigma ASQ Green Belt – Part 2



Matthew Cameron, ssBB
Owner, Lean on Sigma

Note: Part 1 was presented in March of this year.

At the project level, there are master black belts, black belts, green belts, yellow belts, and white belts. These individuals conduct projects and implement improvements. Six Sigma professionals exist at every level – each with a different role to play.

The Six Sigma Green Belt operates in support of or under the supervision of a Six Sigma Black Belt, analyzes and solves quality problems, and participates in quality improvement projects. A Green Belt is someone with at least three years of work experience who wants to demonstrate their knowledge of Six Sigma tools and processes.

ASQ certification is a formal recognition that an individual has demonstrated proficiency within, and comprehension of, a specific body of knowledge.

This two-hour session will build upon the foundational knowledge from the first webinar and focus on the practical application of Six Sigma Green Belt tools. Participants will dive deeper into the DMAIC framework, learning key techniques for data-driven problem solving, root cause analysis, and sustaining process improvements.

By the end of this session, attendees will be equipped with actionable strategies and a clearer understanding of how to successfully prepare for the ASQ Green Belt exam and apply these concepts in real-world scenarios.

About the Speaker: Matthew Cameron is a Lean Six Sigma business owner, manufacturing and management consultant, trainer, and business developer. He is an ASQ Six Sigma Black Belt, with extensive experience in quality management, process improvement, and teaching. Matthew holds a dual Executive MBA with honors from UCLA and the National University of Singapore, as well as a Bachelor of Science in Chemistry from the University of Tennessee. He currently serves as Publicity Chair for the Temecula ASQ section, where he focuses on fostering knowledge-sharing and professional development within the quality community.

Invitation from Spokane ASQ Section September 24, 2025 Virtual Webinar

DATE:

Wednesday,
September 24, 2025

This is a virtual/online
(Webex) webinar.

Time: 6:00 pm to 7:30 pm PDT

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

No advance registration is
required – just go to the
Webex link for the meeting.

Online Instructions:

Url: <https://asq.webex.com/asq/j.php?MTID=m01e9cd34bd6242cb588133a711c5ef01>

Questions? Contact [Si](#)

Attendance at this meeting
earns RUs toward ASQ
recertification.

For more information about
the Spokane 0619 ASQ
section, click [here](#).

For more about our Columbia
Basin ASQ section and other
upcoming events, visit our
[myASQ Community](#) or
www.asq614.org/.

Risk Based Approach to Supplier Quality Management



Chris Signer, cGMP
Pharmaceutical Consultant, CMC Technical Solutions

This presentation will delve into the application of risk-based thinking to quality management. We will explore how ISO 9001:2015, ICH Q9, ISO 31000, and ASQ best practices can all be leveraged to make more informed decisions, improve supplier relationships, and mitigate quality risks.

This session will provide valuable information to professionals in a broad range of industries - pharmaceutical manufacturing, aerospace, welding, general engineering, and more - looking to strengthen their quality framework.

- Fundamental risk management principles – and how to incorporate them into supplier lifecycles
- Supplier selection and qualification methods
- How to create effective quality agreements
- Handling material qualification steps
- How to maintain a proactive supplier management plan

Attendees will leave the session equipped with practical tools (e.g., risk registers, FMEA) and real-world strategies to enhance quality control and product reliability.

Don't miss this opportunity to network with fellow quality professionals while taking your supplier and risk-management skills to the next level.

About the Speaker: Chris Signer currently works as a pharmaceutical quality consultant, advising companies on GMP compliance, inspection readiness, and risk-based quality strategies. A results-driven quality leader, he has over 13 years of experience in GMP-regulated biopharmaceutical and aseptic manufacturing environments. His expertise spans supplier qualification and audit management, quality system implementation, regulatory compliance (FDA, EMA, ISO), and risk-based approaches to quality oversight.

Chris has built and led cross-functional quality teams in startup and commercial settings, including Greenfield facility commissioning, eQMS deployment, and global supplier oversight. His work has directly supported clinical and commercial manufacturing through robust supplier quality programs that align with international standards and evolving regulatory expectations.

GET YOUR FREE MONTHLY GIFTS (FOR ASQ MEMBERS)!

Be sure to check out the free ASQ Member Gifts for September! Every month the focus is on a different aspect of quality, and the gifts include a variety of valuable resources.

The August gift (available through August 31) included access to resources related to auditing tools and techniques, including webinars, articles, benchmarking reports, and best practices.

You can earn Recertification Units (RUs) for watching ASQ webinars and videos, reading e-books, etc. Be sure to [access](#) this month's free gifts by September 30.

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 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 (19 different certifications are offered), click [here](#).

QUOTE OF THE MONTH

"Wrong is wrong even if everyone is doing it'.
Right is right even if no one is doing it."

~ Justin Wright



ASQ HAS A NEW PODCAST: ALL THINGS QUALITY!

Fast insights. Fresh perspectives. Real impact. **All Things Quality** offers practical tools, expert advice, and meaningful conversations - all made for today's quality professionals.

New episodes every other week, featuring:

- ✓ Discussions on the latest ASQ research & trends
- ✓ Interviews with industry leaders
- ✓ Bonus content just for ASQ members

The first five episodes are available now:

- About ASQ – Advancing Quality Excellence
- Artificial Intelligence Q&A with Author Jayet Moon
- An 8D-based Process for Problem Solving
- Fishbone Diagrams for Digital Transformation
- Seven Technologies that will Change the Way you Audit

Listen today on [Spotify](#) and subscribe so you won't miss out on future episodes.

ENHANCE YOUR CAREER WITH STRATEGIC VOLUNTEERING

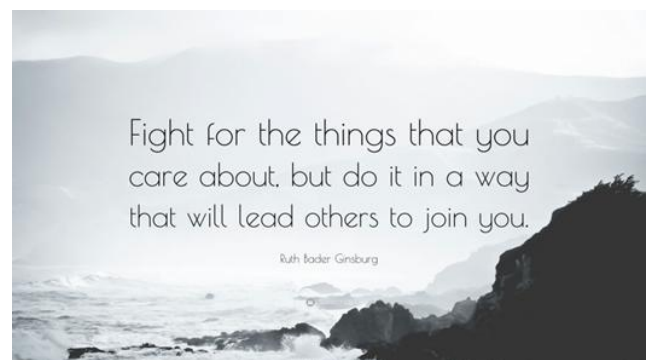
Joint Reading ASQ and Baltimore ASQ Webinar
September 9 from 3:30 pm to 5:30 pm PDT

Are you looking for ways to expand your skillset and get the real-world experience you need to advance your career?

Volunteering with ASQ to strategically build the necessary skills and experience may be for you.

This presentation will discuss various ways you can volunteer with ASQ to target your specific needs and career goals and leverage volunteering to its best advantage.

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



BEYOND THE TOOLS: BUILDING PROBLEM-SOLVING INFRASTRUCTURE

ASQE/Ascend Webinar

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

Problem-solving is a critical and fundamental skill of lean and continuous improvement programs. As a quality professional, you have likely evolved and mastered the tools of problem-solving, but do you know how to create impactful problem-solving systems for your team or organization? Without a system or framework, the effort to fix things amounts to simply a collection of projects or tools.

Presenter Richard Uphoff will share information about how a large financial services company organized and accelerated its problem-solving efforts.

Ascend Webinars delivers exclusive learning opportunities for member contacts and linked employees of ASQ Organizational Member companies. This Zoom event is available only to ASQ members and organizational members. There is no charge, but [registration](#) is required by September 5.

BUSINESS AFTER HOURS – NETWORKING EVENT

September 11 from 4:00 pm to 6:00 pm PDT in Kennewick

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 Tee Time, located at 2203 West 4th Avenue in Kennewick.

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

No reservations are required. It's free to attend - bring a friend! More information is available [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.

MUSIC & MUNCHIES BENEFIT CONCERT

Tri-County Partners Habitat for Humanity Fundraiser
September 13 from 4:30 pm to 8:30 pm PDT in Richland

Habitat for Humanity was founded on the conviction that every person should have a simple, decent, affordable home in which to live in dignity and safety. With stable housing, children achieve higher levels of academic success, families thrive, and healthy communities grow.

This fundraising event will be held at The Reach Museum in Richland. There will be live performances by local and regional artists, raffles, a silent auction, tasty food, and local beer, wine, and handcrafted cocktails.

All proceeds will help build affordable homes for hardworking families here in our community.

Tickets are \$75 for the "21 and Over" package, which includes a meal voucher and two tokens for the beer/wine garden. General admission tickets are \$50 (meal only). Additional information is available [here](#).

SMART DELEGATION: STRATEGIES FOR GREATER SUCCESS

Ask the Experts Hybrid Event

September 16 from 3:00 pm to 4:30 pm PDT in Kennewick (or via Zoom)

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

Effective delegation is crucial for maximizing productivity and empowering team members. Would you like to learn more about how to delegate and the benefits of delegation?

This month's featured experts are Erin Braich (Benton-Franklin Council of Governments) and Josie Villa (H3 Leadership and OD Consulting LLC). They will explore the fundamental reasons for delegating and demonstrate how effective delegation can benefit both leaders and teams.

Attendees will learn what tasks to delegate, the types of challenges and vulnerabilities faced when delegating, and strategies to overcome hurdles. Whether you're new to delegation or looking to refine your skills, this session will provide practical insights to help you build trust, empower others, and achieve more with less stress.

Ask the Experts is offered in hybrid format - in-person at the Bechtel Board Room at the Tri-Cities Business and Visitor Center in Kennewick (with light refreshments), as well as live on Zoom. There is no charge. Register [here](#).

TRI-CITIES WOMEN IN BUSINESS CONFERENCE

September 23 from 8:00 am to 5:00 pm PDT in Kennewick

Unlock your potential and soar to new heights at the Tri-Cities Women in Business Conference, Eastern Washington's largest career and professional development event for women.

The conference features keynote and breakout presentations, carefully curated to showcase the expertise of the most exceptional minds in their respective fields, creating an environment where knowledge is shared, ideas are exchanged, and careers are empowered. The event also includes the presentation of the prestigious ATHENA Awards, celebrating remarkable women who have helped shape our community through their extraordinary leadership.

Cost for the conference and luncheon is \$229. More information is available [here](#).

QUALITY EXCELLENCE IN THE AGE OF AI: A NEW PARADIGM

Joint ASQ Inspection Division and Toronto ASQ Section Conference

September 27 from 8:00 am to 4:00 pm PDT in Toronto

Dive into the world of quality control with leading experts at this conference. There will be educational sessions, exhibits and sponsor booths, and networking opportunities.

Learn from top visionaries in the quality field. Keynote speakers include Dr. Michael Mladjenovic and Sunee Samuel. Other featured speakers include Nikhil Pal, Denis Devos, Jonathan Madriaga, Vijay Thamaraikannan, and Sarah Manea.

Cost is \$75 for ASQ members and non-members or \$25 for students (limited availability). Additional information can be found [here](#).

TRI-CITIES EXCELLENCE IN SERVICE AWARD

Submissions due by September 30

Each year, Visit Tri-Cities proudly recognizes outstanding individuals and businesses that go above and beyond to create unforgettable experiences for visitors.

The **Excellence in Service Award** honors those who embody hospitality, passion, and a commitment to making the Tri-Cities shine. This prestigious award celebrates members of the tourism and service industry for their ongoing commitment to excellent service. Past honorees have included Frichette Winery, The Lodge at Columbia Point, Red Mountain Trails, and the Tri-City Dust Devils.

The winner of the 2025 award will be honored in December at the Visit Tri-Cities Annual Meeting and will receive a \$500 gift card provided and sponsored by Battelle.

[Nominate](#) someone (an individual or establishment) who has made your Tri-Cities experience stand out!

2025 ANNUAL NATIONAL MANAGEMENT ASSOCIATION CONFERENCE

"Celebrating a Century of NMA"

October 1-4 in Sugar Land (Houston)

NMA was founded in 1925. The association's mission is to offer leadership development products and to create opportunities that maximize the potential of their members, sponsoring organizations, and communities.

The keynote speaker at this year's conference will be Josh Linkner, New York Times bestselling author of four books: *Disciplines Dreaming*, *The Road to Reinvention*, *Hacking Innovation*, and *Big Little Breakthroughs*.

Cost is \$1395. More information can be found [here](#).

OKTOBERFEAST: Still Out-Running Senior Hunger

Fundraiser for Mid-Columbia Meals on Wheels

October 4 from 10:00 am to 2:00 pm PDT

Since 1974, Mid-Columbia Meals on Wheels has been meeting the social and nutritional needs of older adults in our community. They serve nutritious meals at eight different senior dining centers within Benton and Franklin counties, and volunteers deliver Meals on Wheels to the homebound elderly.

The October 4 FUNdraiser provides a family-friendly way to support their efforts. This year's event, a 5K fun run and walk along the Columbia River, includes a timed race option with prizes. There will also be a dunk tank challenge, scenic views, and snacks along the route.

Everyone is welcome – walkers, runners, strollers, wheelchair users, kids, and even dogs can all participate.

Register by September 19 to get a commemorative shirt. Cost for the 5K only is \$10; for the 5K plus a shirt is \$35; and the OktoberFeast Bundle (5K, shirt, meal, and drink) is \$50. There is no charge for children 10 and under. More information and the registration form is available [here](#).

SUPPLY CHAIN AND ARTIFICIAL INTELLIGENCE

Are you interested in learning more about the basics of supply chain management? About AI and how it relates to supply chain?

John Choate, Founder and Chief Project Officer of Global AI Supply Chain Solutions, has presented at a number of ASQ events and section meetings on these topics. The following presentations (in slide form) are available on Global AI's website:

- Supply Chain Management Basics
- Understanding & Introducing AI Into business
- AI as it Relates to Critical Functional areas: Supply Chain

You can access them [here](#).

SAVE THE DATE!!

2025 PACIFIC REGION QUALITY CONFERENCE

Virtual Event – November 1 from 8:00 am to 4:00 pm PDT

The themes for this year's virtual Pacific Region conference are "Beyond 2025: Forging and Paving a Reliable Future" and "Building Dependability and Resilience in the Face of Disruption."

This event is intended 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, all building on the foundation of quality. There will also be many opportunities for networking with others.

Focus areas:

- Cyber Security and Risk Management
- Data Driven Decision Making
- Supply Chain Resilience
- Mental Health and Wellness

This year's keynote speaker will be Neetu Choudhary. Other confirmed speakers include Sanath Hegde, Janice Litvin, and Tina Strobel.

Cost is \$20 for ASQ members and non-members, or \$10 for students. Registration opens September 1. Cost is \$20 for ASQ members and non-members, or \$10 for students.

Registration opens September 1. For more information, email [Karina](#).

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 21st of the month.

2025 COLUMBIA BASIN ASQ

LEADERSHIP TEAM

January 1 - December 31, 2025

Section Chair	Denise Fast
Secretary	Denise Clements
Treasurer	Robert Boykin
Membership Chair	Jo Haberstock
Nominations Chair	Steve Prevette
Newsletter Editor	Robert Boykin
Publicity Chair	Jo Haberstock
Webmaster	Steve Prevette
Programs Chair	Vacant
Social Media Chair	Vacant
Voice of the Customer Chair	Vacant

SOME FUN CHUCKLES...

**Bought a head of lettuce from a small grocery store called Mommas and Papas.
Can't eat it because all the leaves are brown.**

