



GOT QUALITY?

by Jo Haberstock

November is Quality Month!

I have been active in ASQ and in our local section for many years. But if not for that, I probably would not be aware of World Quality Month (or Week, or Day). I wonder why something as important as quality doesn't get more press ...

When you think of the word "quality," what comes to mind?

Most of us probably think of something from our work life - a time when teamwork really paid off, or possibly how a lack of communication resulted in something less than great occurring. Or maybe you remember something about your last vacation, like a great hotel you stayed in or an exceptionally good meal you had. Perhaps you received outstanding service at a local establishment.

Quality is important in all aspects of our lives. We don't need to have "Quality" in our official job title to be aware of, use the tools of, and appreciate quality. Who doesn't notice and appreciate good customer service and quality products? And who also doesn't notice right away when something *isn't* all that great? I read online recently that 95% of unhappy customers do not complain when they are not satisfied, but over 90% of upset customers do not return. Each unhappy customer will tell 10 others about their experience.

I have a little challenge for everyone reading this.

Let's all plan to do at least one special thing in the month of November to celebrate Quality and to help promote Quality in our professional and/or personal lives. It doesn't have to be anything grandiose, just something to help improve a process at work or in an organization you belong to or to help in some way in your local community.

I hope you will join me in making a commitment to participate in at least one *additional* quality-related activity in the month of November. This could be as simple as forwarding this newsletter to a work colleague, reading a book, participating in an ASQ event to improve your own skills, or donating unneeded items to help others in need.

Happy Quality Month!

- Jo

WHAT IS GRATITUDE AND WHY IS IT SO IMPORTANT?

(from an article by Courtney E. Ackerman)

Many of us express gratitude by saying "thank you" to someone who has helped us or given us a gift. From a scientific perspective, however, gratitude is not just an action: it is also a positive emotion that serves a biological purpose. Positive psychology defines gratitude in a way where scientists can measure its effects and thus argue that gratitude is more than feeling thankful: it is a deeper appreciation for someone (or something) that produces longer lasting positivity.

Gratitude is an emotion similar to appreciation, and positive psychology research has found neurological reasons why so many people can benefit from this general practice of expressing thanks for our lives, even in times of challenge and change.

Purpose of this Emotion: People can use gratitude to form new social relations or to strengthen current ones. Acts of gratitude can be used to apologize, make amends, and help solve other problems. Alternatively, people may feel gracious because it can be an intrinsically rewarding process. Simply being grateful for being alive is a great way to motivate oneself to seize the day.

The idea that tomorrow is not guaranteed is a strong motivator for some people to be their "best self" today.

Why Gratitude Works: Gratitude is a selfless act. Its acts are done unconditionally, to show people that they are appreciated. "A gift that is freely given" is one way to understand what these acts are like. For example, if someone is sad and you write them a note of appreciation, you are likely not asking for something in return from this person; instead, you are reminding them of their value and expressing gratitude for their existence. At the moment, you are not waiting for a "return note" from this person.

Even when we do not expect a return, sometimes it happens. Gratitude can be contagious, in a good way. In the previous example, maybe when you are feeling down, this person will write you a note or send you a card.

The Effects of Gratitude: In a study by McCraty and colleagues, 45 adults were taught to "cultivate appreciation and other positive emotions." The results of this study showed that there was a mean 23% reduction in the stress hormone cortisol after the intervention period. During the use of the techniques, 80% of the participants exhibited an increased coherence in heart rate variability patterns, indicating reduced stress. In other words, these findings suggest that people with an "attitude of gratitude" experience lower levels of stress.

Next time you have a free moment, try practicing some gratitude. You might just be surprised by the benefits it brings you.

Courtney E. Ackerman, MA, is a mental health policy researcher for the state of California, focusing on population mental health, wellbeing, and violence prevention. She is working toward the goal of equitable access to high-quality and culturally competent behavioral health services and support for all Californians. Check out her webpage, which includes links to the full article and many others, [here](#).

November 18, 2025 Temecula, Inland Empire & San Gabriel Valley ASQ Virtual Meeting

DATE:

Tuesday,
November 18, 2025

This is a virtual/online
(Webex) event. Log-in
information will be provided
with registration confirmation.

Time: 6:00 pm - 7:00 pm PST
(check website to confirm time)

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

**Registration is required for
planning purposes and to
receive RU credit following
the event.**

**More information about Inland
Empire ASQ 0505 is available
[here](#).**

**Information about Temecula
ASQ 0713 can be found [here](#).**

**Information about San Gabriel
Valley ASQ 0702 is available
[here](#).**

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

Quality 4.0 and AI: Turning Data into Customer Trust and Value



Sean Keyani, CMQ/OE, CQE, PMP Program Manager and Operations Quality Professional

Artificial Intelligence (AI) is reshaping the future of quality by moving beyond compliance to create measurable business and customer value.

Drawing on insights from McKinsey & Company, the Capgemini Research Institute, Rockwell Automation, and the Aerospace Industries Association (AIA), this presentation will explore how Quality 4.0 and AI-driven Quality Assurance enables organizations to link operational performance directly to customer trust, satisfaction, and brand loyalty.

It will cover how organizations are scaling AI through strong governance, ethical frameworks, and workforce transformation. Also examined will be the emergence of agentic AI: where autonomous systems collaborate with humans to enhance precision, responsiveness, and traceability across quality and operations.

Sustainability and responsible AI adoption are key themes, emphasizing efficient, low-impact models that align technology investments with environmental and organizational goals.

Attendees will gain insights into how AI-enabled Quality 4.0 strategies can foster adaptive, customer-centric systems that strengthen loyalty, accelerate continuous improvement, and position quality as a strategic driver of long-term competitive advantage.

About the speaker: Sean Keyani is a program management and operations-quality professional with extensive experience in aerospace/defense and advanced manufacturing. He has led cross-functional teams in program execution, MRO, product development, and Quality Assurance, ensuring efficiency and compliance in complex engineering environments.

With a background in engineering and business management, Sean's research includes risk management, process optimization, customer centricity, and strategies for integrating AI and digital transformation in Operations.

A certified Project Management Professional (PMP) and ASQ-certified Manager of Quality and Quality Engineer (CMQ/OE, CQE), Sean has driven continuous improvement and strategic planning initiatives across industries. He also lectures on business topics, mentoring the next generation of professionals and leaders.

November 19, 2025 San Gabriel Valley ASQ Virtual Meeting

DATE:

Wednesday,
November 19, 2025

Time: 6:00 pm to 8:00 pm PST

This is a virtual/online
(Webex) meeting.

Cost: No charge for ASQ
members or non-members

No advance registration is
required – just go to the link
to join the webinar:
<https://asq.webex.com/asq/j.php?MTID=m076050c8bf3dfd0aad6743174c1a92bd>

Attendance at this meeting
earns RU credit toward ASQ
recertification.

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

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

Is ISO 9001 Still Relevant? A Closer Look at the Review Process and How it Remains Pertinent



Danielle Hestermann
CEO, The Quality Maven

ISO 9001 is an international management system standard that specifies requirements for a quality management system. Organizations use the standard to demonstrate their ability to consistently provide products and services that meet customer and regulatory requirements, as well as the organization's own requirements.

It has been nearly 10 years since ISO 9001 was last updated, and there have been a lot of changes over that decade.

Given all that has changed, is the standard still pertinent to today's businesses?

How do we ensure it remains relevant?

The technical community has heard these concerns and is in the process of updating ISO 9001. This presentation will take a deep dive into the review process to explore how ISO 9001 remains applicable. This will include examination of how the standard is reviewed and how new technologies such as AI and climate change are considered.

Join us for the answer to the pressing question of why ISO 9001 is still on the 2015 revision - and to explore the revision history and what to expect next.

About the speaker: Dani Hestermann is the Founder and CEO of The Quality Maven where she provides expert ISO 9001 and Quality Management Solutions for manufacturers. She has over 20 years of experience leading audit teams and ISO 9001 programs and helping manufacturers implement, improve, and optimize their quality management systems. Dani is currently Chair of the Fox Valley ASQ section, myASQ engagement chair of the ASQ Audit Division, and a member of TAG176, the US Technical Advisory Group to ISO for Quality Management standards.

GET YOUR FREE MONTHLY GIFT (FOR ASQ MEMBERS)!

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

The October gift (available through October 31) included access to resources related to Quality 4.1, including webinars, articles, case studies, and podcasts.

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 by November 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 January 1-31, 2026. The application deadline is December 8 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](#).

UPDATE! NO CHARGE FOR ASQ MEMBERS! 2025 ASQ PACIFIC REGION QUALITY CONFERENCE

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

The theme for this year's virtual Pacific Region conference is "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.

Key Speakers and Topics:

Neetu Choudhary – "Neuroscience of Leadership: Leading with the Brain in Mind"

Tina Strobel – Data: "Your New Superpower for Safer, Smarter Quality"

Sanath Hegde - "Accelerating Compliance, Empowering Employees, and Unleashing Productivity with AI"

Janice Litvin – "Banish Burnout: Move from Stress to Success"

Ashot Sargsyan – "LA Community Safety & Quality Impact Based on LA International Events"

There is NO CHARGE* for ASQ members or currently enrolled students. The cost for non-members is \$20. Registration is open through October 31. For more information, check the PRQC [website](#).

* To obtain the "no charge code" to insert on the registration page, log in to myASQ; the code can be found in the all-member forum.

NOTE: If you registered earlier and paid full price, or if you have any questions about the conference, please contact [Karina](#).

QUOTE OF THE MONTH

"Let this new month bring great miracles, new adventures, incredible breakthroughs, new visions and greater blessings for you and your beloved ones."

~ Anonymous

LESS STRESSED LEADERS CLUB

Virtual Event

November 3 at 11:30 am to 12:00 noon PST

Leadership doesn't have to come at the cost of your health.

The Less Stressed Leaders Club (LSLC) is a new community for managers and professionals who want to lead well without running themselves into the ground. This is not another "hustle harder" pep talk. It's about building the habits, rhythms, and mindset that make leadership sustainable. There is no charge.

Join Paul D. Casey (Growing Forward Services) and Garth Reed (ExperienceBetter) for the LSLC launch on November 3.

The first 30-minute session will explore physical energy rituals for renewal; how to use small, intentional breaks and physical routines to maintain focus, resilience, and clarity throughout the day. Participants will leave with a simple, science-backed strategy to help recharge their energy instead of draining it.

The LSLC will meet monthly to help individuals build sustainable capacity across four dimensions - physical, emotional, mental, and spiritual energy - and to help participants achieve their ideal performance state, where energy, purpose, and performance align.

Register for the Zoom session [here](#).

DEVELOPING YOUR LEADERS EVERY DAY THROUGH AN ALL-LEADERSHIP HUDDLE

Seattle AME Virtual Webinar

November 4 from 9:00 am to 10:00 am PST

How does a daily leadership huddle result in an organizational transformation? Imagine if tiered huddles were intentionally designed to develop effective problem solvers. How is this measured to ensure success?

Join with others to learn how one organization has combined its commitment to safety and a mindset of continuous improvement into a single journey.

Attendees will learn about University Health's ambulatory division's successful use of a daily all-leadership virtual huddle to create a consistent culture of safety and continuous improvement across almost 40 locations providing a wide variety of services. The 2.5 hours per week of value-adding activity has resulted in improved problem identification and system thinking and has launched key kaizen level activities. In addition, the huddle significantly contributes to the division's talent identification program.

There is no charge for ASQ members, but [advance registration](#) is required.

STRATEGIC DEVELOPMENTAL MAPPING PROCESS

PMI-CRB Hybrid Meeting

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

(Virtual event starts at 6:30)

Strategic Developmental Mapping is a methodology developed by Industrial and Organizational Psychologist Dr. Leesa Duckworth. She created the Strategic Mapping process in 2005 and has been offering it to both individuals and organizations actively since 2012. This technique looks at the psychological aspects of how people connect to their work and how to optimize the paths of individuals, groups, and organizations and the processes they impact or employ.

Why is the Strategic Developmental Mapping process so important today? Today's workforce is struggling.

Early career employees entering the workforce are often lost, have no idea where they might fit into the workforce or why, and have difficulty even articulating what makes them stand out from the pack, much less being able to create a hype to which they would have to live up. This is reflected in the increasingly common effect of a candidate's inability to explain why they applied to a position or why they chose the organization itself.

The disillusionment epidemic is not limited to only fresh, new workers. Established employees in many cases are feeling burnt out and disillusioned with their jobs, career choices, and even employers. Seasoned employees want to do what they love and love what they do, and there is rarely a mechanism to help them align the two. This has created an increasing trend in workplace burn-out, loss of productivity, and even absenteeism, which may ultimately result in an economic loss to the organization.

Dr. Duckworth will share details about how the Mapping process can help individuals design an effective roadmap to success.

This is a hybrid event; advance [registration](#) is required. Cost is \$30 for the in-person meeting (at CG Public House in Kennewick), or \$10 for the virtual option. 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.

BREAKING IN OR BACK: YOUR CAREER IN QUALITY FOR FINANCIAL SERVICES

ASQ Financial Services Division Webinar
November 5 from 9:00 am to 10:00 am PST

Ready for a Career Pivot or Comeback? Are you considering a career move into quality, risk, or process improvement?

Whether you are returning to the workforce, switching industries, or just starting out, this webinar will explore rewarding career paths in quality in financial services.

Learn more about:

- Top entry-level, mid-career, and advanced roles in financial services
- In-demand skills and certifications
- Resumé and LinkedIn strategies for reentry or career switching
- Where to find jobs and how to stand out
- How to build momentum with a 7-day action plan

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

CELEBRATE WORLD QUALITY MONTH

Phoenix ASQ Virtual Meeting
November 13 from 6:00 pm to 8:00 pm PST

Each year, quality professionals around the world leverage November as a special time to recognize quality and spread the word.

In this session with presenter Jennifer Stepniowski, journey through the history of quality and those who have contributed to what it is today.

Participants will learn about:

- The various awards related to quality that showcase and support continuous improvement contributions
- How to apply and recognize quality in your personal life

This is an opportunity to also gain some recommendations about how *you* can contribute to World Quality Month within your own organization, including activities related to building a quality culture internally and how you can demonstrate your organization's commitment to quality externally.

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

THE POWER OF YES – LIVE YOUR BEST LIFE

Fundraising Event for Tri-Cities Chaplaincy
November 14 from 11:30 am to 1:00 pm PST in Kennewick

The team from Tri-Cities Chaplaincy focuses on the entire person - their physical, emotional, and spiritual needs. Supporting residents in Richland, Kennewick, Pasco and surrounding areas of Benton and Franklin Counties, they provide guidance, comfort, and care for those experiencing serious illness, crisis, loss, and grief.

Cork's Place Kids Grief Center equips children and adults with tools and resources for coping with grief so they can live their best lives. It is the only grief support facility in the Tri-Cities specifically designed for children, teens, and families. It provides a safe and supportive environment where kids and their grown-ups are empowered to process their grief and lead productive lives.

Everyone is invited to an uplifting afternoon on November 14 at the Three Rivers Convention Center in Kennewick, to celebrate the impact created when we say yes. Yes to care, Yes to comfort, and Yes to community.

This is not just a fundraiser. It's a heartfelt gathering of people who believe in showing up for one another - through compassionate hospice and palliative care, grief support, and special services for children and families at Cork's Place.

While there is no cost to attend, donations can make a lasting difference for patients and families across Benton and Franklin counties. For more information and to RSVP, click [here](#).



ASQ MEMBER LEADER RECOGNITION AWARD – CONGRATS!

Surprise!! Jo Haberstok, our current section Membership Chair and Publicity Chair, was pleasantly surprised to find ASQ's Pacific Region Director Barry Craner at what she thought was going to be a casual lunch with some other friends on October 8. Section Treasurer and Newsletter Editor Robert Boykin is also pictured.

Barry presented Jo with an ASQ Member Leader award, on behalf of ASQ and the Pacific Region, in recognition of her many years of dedicated (volunteer) service and support to ASQ and to our local section.

It was a pleasure getting to meet Barry in person and being able to spend some time chatting with him about ASQ and other quality-related things (like food, traveling, and more)!



AMERICA RECYCLES DAY IS NOVEMBER 15

The Environmental Protection Agency (EPA) recognizes the importance and impact of recycling, which has contributed to American prosperity and

the protection of the environment. The recycling rate has increased from less than seven percent in 1960 to the current rate of 32 percent. An EPA study found that recycling and reuse activities in the United States accounted for 681,000 jobs and \$37.8 billion in wages.

The recycling efforts of communities and businesses throughout the country have helped with this success and growth. To build on this progress, everyone is encouraged to contribute by recycling right, not only on America Recycles Day, but all year long.

Check with your local recycling provider to know what they will accept in your recycling bin(s) and where nearby recycling centers are located. Items like cardboard, metal cans, and paper are commonly accepted by local curbside programs, but items like plastic bags, electronics and batteries do not go in the curbside recycling bin. Visit [How Do I Recycle?: Common Recyclables](#) to learn how and where to recycle these and other items. Check out the [Think Green Before You Shop](#) poster for more ideas to help the environment.

Test your recycling smarts! Take the #AmericaRecycles Challenge! Join the fun - complete a daily challenge, share using #AmericaRecycles, and tag @KeepAmericaBeautiful.

How many days in a row can you reduce, reuse, and recycle? Learn more [here](#).

QUALITY MANAGEMENT FOR ARTIFICIAL INTELLIGENCE

ASQ Quality Management Division Webinar November 19 from 3:00 pm to 4:00 pm PST

What is the right way to start integrating AI when you are the person responsible for results? How do you make sure AI improves quality instead of creating new problems? Why are you struggling to show ROI when the tech is so magical?

Do you want to incorporate AI into your workflows but don't know where to begin? Sign up for this webinar with Dr. Nicole Radziwill to learn:

- Why 90%+ of Gen AI pilots are failing
- A framework to make sure your AI succeeds
- Best practices for bringing quality and AI/ML together

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

MASTERING EFFECTIVE COMMUNICATION SKILLS: LISTEN, ASK, CLARIFY, UNDERSTAND, CONNECT

Community of Human and Organizational Learning Webinar

November 19 from 8:00 am to 9:00 am PST

Unlock your ability to communicate clearly and confidently in any situation, professional or personal.

This engaging workshop combines practical techniques from Clean Language with proven communication strategies to enhance understanding, connection, and trust. You will experience interactive exercises and thought-provoking questions that make learning memorable and enjoyable.

With presenter Bill Cafiero's delivery style that is insightful, dynamic, and sprinkled with light humor, you will stay energized and attentive throughout.

There is no charge but [advance registration](#) is required. Additional information about the Community of Human and Organizational Learning is available [here](#).

WASTE ELIMINATION BY KEEPING IMPROVEMENT LOCAL - RUN IT LIKE YOU OWN IT

ASQ Six Sigma Forum Webinar

November 21 from 9:00 am to 10:00 am PST

Would you like to learn more about the nature of unlocking local improvements as a strategy to scale waste reduction?

This doesn't come about from a leader dictating the needed improvements or walking the floor, telling people how they should improve. It comes from growing improvement of leaders' skills, empowering them to make local improvements all while leaders walk alongside them. The goal is to have people run it like they own it.

As work gets more complex and as the demand to do more with less grows, the need to unlock people's creative skills and abilities is the best way to drive incremental improvements toward strategic breakthroughs. Even more, the culture changes as people find dignity and pride in their work.

In this webinar with Chad Smith, participants will:

- Learn about core leadership principles to unlock people's creative skills and abilities, resulting in deeper ownership
- Refresh on the 8 wastes, Deming's 14 points, and Juran's concept of local control
- Understand how people are the key to unlocking success
- Explore the power of humility in leadership, reinforcing the right way to think about Gemba and Servant Leadership

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

ASQ'S WOMEN IN QUALITY SYMPOSIUM

Virtual Event

December 4 from 6:00 am to 12:45 pm PST

Celebrate the incredible achievements of women who are raising the bar in leadership, innovation, and quality excellence!

Since its start in 2020, this event has grown each year, building an inspiring community of women across industries, dedicated to supporting one another and making an impact on the quality field.

This year's symposium is all about connection, empowerment, and practical tools to help you thrive. You can explore engaging sessions on leadership across various industries, hear inspiring stories about setting and achieving goals, and learn how women are shaping the future of quality and balancing the emotional load.

In the past five years, this symposium has become more than an event - it is a chance to meet like-minded professionals, share ideas, and build relationships that last well beyond the conference. Whether you are a seasoned leader or just starting your quality journey, you will leave feeling energized, equipped, and ready to take your career to new heights.

Featured speakers include Chris Hayes, Susan Gorveatte, Lisa El-Shall, Carrie Field, and more. Be part of a growing movement that celebrates the resilience, innovation, and strength of women in quality.

Cost is only \$99 for ASQ members or \$149 for non-members. Additional details are available [here](#).



2026 WORLD CONFERENCE ON QUALITY & IMPROVEMENT

May 17-20, 2026

Registration is officially open!

Join in the fun as ASQ celebrates 80 years of quality in Orlando in 2026.

With the theme "When Purpose and Quality Meet, Magic Happens," the 2026 conference will offer a dynamic blend of purpose-driven strategy and actionable solutions to tackle daily challenges, all at the Marriott Orlando World Center in sunny Florida.

Don't miss your chance to connect and learn at the premier event for quality professionals.

Secure your spot today (and save \$250 with early bird [registration](#) by January 31).

BE PREPARED FOR COLD WEATHER

It's not too early to get ready for winter - and winter driving in some areas can be quite challenging.

Be prepared. Pick up these items on your next shopping run and put them in your vehicle(s).

Pick up shopping	Packed in car		Pick up shopping	Packed in car	
☐	☐	Flashlight	☐	☐	Cell phone charger/battery booster
☐	☐	Extra batteries	☐	☐	Tire chains
☐	☐	Blanket	☐	☐	Ice scraper/snowbrush (a small shovel comes in handy too)
☐	☐	Nonperishable food/snacks	☐	☐	Jumper cables
☐	☐	Water	☐	☐	Flares/warning triangle
☐	☐	Gloves	☐	☐	Kitty litter or sand to help with traction
☐	☐	Boots	☐	☐	Whistle to signal for help
☐	☐	First aid kit			

If you find yourself stuck or stranded, stay in your car, put on your flashers, call for help and wait until it arrives.

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...



COLUMBIA BASIN ASQ SECTION NEWS

from the Leadership Team

We submitted our section's 2026 Business and Budget Plans to ASQ, and they were approved in September. They included goals such as recruiting new members, offering more site visits and meetings, and continuing to communicate information about other learning and networking opportunities with members through our newsletters, emails, etc.

The names of members who have agreed to serve as 2026 section officers (Chair, Treasurer, Secretary, Membership Chair, and Nominations Chair) are due to ASQ by October 31.

Unfortunately, although we have been asking for the past four months for members to step up and volunteer to be part of the 2026 leadership team, the response has been underwhelming.

It appears there is not enough interest from members to keep our section going here in the Tri-Cities (and surrounding) area.

We will be reaching out soon to our regional director to determine the steps needed to dissolve our Columbia Basin section (or to possibly merge with another ASQ section).

If you do not want this section to disband and you are willing to take on a leadership role and work to keep the section going, please contact us as soon as possible.

