

CHAIR'S CORNER

by Robert Boykin

An article I recently read penned that people set out to achieve many things in life. Whether at work, in their relationships, with their health, in their fitness regime or with their friends, people do their best to achieve peak results. People want to be their best and to live their best life. So, what prevents *you* from achieving the many things you want to accomplish?

Following are words from famous American author and humorist Mark Twain that might offer some tips in helping you to get to where you want to be.

1. **Approve of yourself.** "A person cannot be comfortable without his/her own approval."
2. **Your limitations may just be in your mind.** "Age is an issue of mind over matter. If you don't mind, it doesn't matter."
3. **Lighten up and have some fun.** "Humor is mankind's greatest blessing."
4. **Let go of anger.** "Anger is an acid that can do more harm to the vessel in which it is stored than to anything on which it is poured."
5. **Release yourself from entitlement.** "Don't go around saying the world owes you a living. The world owes you nothing. It was here first."
6. **If you're taking a different path, prepare for reactions.** "A person with a new idea is a crank until the idea succeeds."
7. **Keep your focus steadily on what you want.** "Drag your thoughts away from your troubles... by the ears, by the heels, or any other way you can manage it."
8. **Don't focus so much on making yourself feel good.** "The best way to cheer yourself up is to try to cheer somebody else up."
9. **Do what you want to do.** "Twenty years from now you will be more disappointed by the things that you didn't do than by the ones you did do. So, throw off the bowlines. Sail away from the safe harbor. Catch the trade winds in your sails. Explore. Dream. Discover."

"There are two primary choices in life: to accept conditions as they exist, or accept the responsibility for changing them."

- Dennis Waitley

Be well and be safe.

- Robert

VICE CHAIR'S CORNER

by Jo Haberstk

Happy Fall, y'all!

Yes, it's officially here now, and I've actually noticed a bit of a nip in the early morning air. Unfortunately for me, there are still a lot of green tomatoes on the vines in the garden, and I've never been successful trying to get them to ripen up in the garage once the weather turns colder. But I did get a good crop during the warmer weather and I definitely picked the right cherry tomato plants this year, too, because they produced like crazy!

My thumb isn't terribly green, but I always enjoy trying to grow some vegetables and fruits every year. Even when they don't produce like I'd hoped (don't even ask about the pumpkins this year – I'm convinced someone put "tiny gourd" seeds in the packets labeled "Giant Pumpkins" that I planted this year!

For me, a lot of the fun is in the trying. I tilled the soil, I picked out the best seeds and plants I could, I fertilized and watered. I gave it my best shot. And when I get bumper crops, it's really rewarding. But even when things don't quite turn out as I'd hoped, I still enjoy the whole process.

I think this applies to a lot more than just gardens. When it comes to jobs and relationships, things don't always turn out as we hoped. The job that looked so good on paper may not be anywhere near the dream job we had expected it to be. Try as we may to get along with some people, even family members, it's not likely everyone is going to agree all the time.

What can we do? Keeping a good sense of humor always helps. And, just like in our gardening efforts, we can till the soil, try to apply the right amount of water and nutrients, and give it our best shot. If you know you did that, even if a relationship or job doesn't turn out to bear as much fruit as you'd expected or hoped for, you can still feel good about it, knowing you did your part. And you can learn something from the experience. That's what life's all about, isn't it? Living and learning!

Speaking of living and learning, be sure to mark your calendar and get your reservation in soon (space is limited) for our October 6 site visit to the WSU Wine Science Center in Richland. We'll get to visit their teaching classrooms and laboratories and learn about their unique fermentation system and the monitoring systems that provide real-time data.

Living and learning - Never stop!

- Jo



Tuesday
October 6, 2015

“Test Your Wine IQ”
Site Visit

LOCATION:

Ste. Michelle Wine Estates
WSU Wine Science Center
 359 University Drive
 Richland, Washington
 (509) 768-4834

NOTE TIMES:

5:45 p.m. - Check in
 6:00 p.m. - Tour Begins
 Tour will last about 45 minutes

There is no charge for this site visit.

NOTE: This is a facility tour only – there is no tasting room.

DINNER IDEAS:

For those who would like to have dinner or a snack following the tour, there are a number of eateries in Richland, including That Place, Venezia Ristorante, Sterlings, Fat Olive's, Casa Mia, Roundtable, Bruchi's, Shari's, Atomic Ale, Chapala Express, and more.

RESERVATIONS REQUIRED:

Limited to 30 participants. For planning purposes, reservations must be received by September 30. Send an email to panda_2@charter.net with your name, phone number and company affiliation, or call Alvin at (509) 371-2221.

Note: There are no age restrictions for this tour. Sign up to bring other work colleagues or friends/family.

For more information about ASQ Section 614 and other upcoming events: www.asq614.org



Ste Michelle Wine Estates WSU Wine Science Center
359 University Drive – Richland, WA

Washington is the second largest premium wine producer and the largest juice grape producer in the U.S., generating more than \$4.8 billion annually. To help nurture the 850 wineries, 50,000 acres of wine grapes and 24,000 acres of juice grapes in our state, Washington State University partners with the wine and grape industry to grow and improve their world-class research, extension and education program.

The Wine Science Center in Richland provides viticulture and enology professionals with technical know-how to meet industry needs.

The 40,000-square-foot facility includes a state-of-the-art research and teaching winery, research laboratories, classrooms and meeting spaces that showcase WSU's research and education and serve as a gathering place for industry members, students and visiting scholars from around the world.

Join us October 6 for a special tour at the facility, where you'll have an opportunity to view equipment up-close and learn about:

- Unique fermentation system with 192 stainless steel fermenters, individually temperature-controlled and connected by monitoring systems to provide real-time data
- Automatic pump-overs to mix the fermenting wine regularly
- Wireless data transmission to a central computer, allowing the winemaker to track and record multiple fermentations simultaneously
- Specialized research labs for plant physiology, wine chemistry and microbiology, molecular biology and sensory analysis
- A teaching laboratory, conference rooms, and a tiered classroom for wine tasting with large tables to accommodate trays of glasses and students' note-taking supplies and a ramp for pushing carts to all tables with ease
- The two-acre Albert Ravenholt Research and Teaching Vineyard where students and instructors conduct hands-on experiments and practice vineyard tasks on the Cabernet Sauvignon, Merlot, Syrah, Chardonnay, Gewürztraminer and Riesling wine grape varieties growing there
- The onsite Bud Mercer Greenhouse that will include two 18 ft by 22 ft greenhouses and a head house.



The Wine Science Center, along with WSU Pullman and the Irrigated Agriculture, Research and Extension Center in Prosser, offers hands-on opportunities for learners interested in degrees and professional certificates in grape growing and wine production.

CUSTOMER SERVICE: FIVE WAYS TO WOW! SEPTEMBER 25 WORKSHOP - PASCO

Providing a customer experience that promotes loyal customers, not just satisfied customers, is more critical to business success than ever before. Loyal customers purchase more, refer others, and help grow your business. Learn five ways to WOW and turn satisfied customers into loyal customers who help grow your business. Attend this workshop, presented by Shae Frichette and in partnership with the Pasco Chamber of Commerce, to learn more about creating an action plan, learn the ultimate question and survey format, and how to move from customer satisfaction to customer loyalty.

The one-hour, lunchtime workshop will be held at 12 noon at the Holiday Inn Express, 4525 Convention Place, Pasco. RSVP is required. For more information and to register, [click here](#).

EDGE-TALK – SEPTEMBER 29 - RICHLAND

Join with other business professionals to get practical suggestions to apply for leadership success.

Hear from Shae Frichette (TC Young Professional Woman of the Year) on Power Networking, Kristina Smith (just back from stints at L'Oreal and Coca-Cola) on Developing a Customized Social Media Strategy, Dave Dawson (of Bethel Church) on Leading Yourself First, and Paul Casey (of Growing Forward Services) on Leaping Over Obstacles to Stay on Track.

The September 29 event will be held at the Chaplaincy at 1450 SE Fowler in Richland, from 4 pm to 6 pm.

There will also be appetizers and desserts from Papa John's. All this for just \$33. For more information and to register, [click here](#).

SEPTEMBER MEMBER GIFT: BEGINNER'S GUIDE TO QUALITY

ASQ's Member Gift this month will be of value to all members – and you can also share it with others who may just be getting started in the quality profession. You can access all of the following:

- Learn about Quality
- The History of Quality
- Total Quality Management (TQM)
- Root Cause Analysis (articles and webcasts)
- The Seven Basic Quality Tools: An Exclusive Webinar Series
- Quality Improvement Made Simple...and Fast! (eBook)

You have member access to download the webcasts through September 30. [Click here](#) for more information.

RECAP OF OUR SEPTEMBER 8 MEETING

by Jo Haberstok

For those who didn't attend our section's September 8 dinner meeting, you missed out on a really good meeting. Our guest speaker, Joe Estey, was dynamic as always, and everyone got involved in discussions at the tables. His rapid-fire delivery and humor made his points easy to understand and remember.

Prior to Joe's talk, we heard from Randy Cline, who shared highlights of his trip to the World Conference on Quality and Improvement, which was held in May in Nashville. Randy shared some of his key takeaways, including a 21-day challenge posed by one of the speakers: Write a positive message to three different people each day, and see how your environment will change.

We also held a successful book sale at the meeting, as a fundraiser for the Children's Reading Foundation of the Mid-Columbia. Many thanks to all who participated – by donating books, buying items, or simply making a donation.

TOOLS FOR ENSURING CONTRACTOR PERFORMANCE ON PUBLIC CONSTRUCTION PROJECTS

SEPTEMBER 30 WORKSHOP – KENNEWICK

There are a number of tools available that can help protect public agencies on public construction projects. In this course, instructor Michael E. Purdy and participants will examine a host of key practices, protections, and strategies that help protect the public's interests and provide leverage to help ensure the contractor performs satisfactorily

The Washington State Chapter of NIGP, the Institute for Public Procurement, is sponsoring this workshop at the Southridge Sports and Events Complex in Kennewick, from 8 am to 5 pm on September 30. Cost is \$405. For more information and to register, contact John at john.noble@ci.kennewick.wa.us.

MAKING BUSINESS SENSE OF RISK

What does ISO 9001:2015's new term, "risk-based thinking" actually mean? Learn how to accurately categorize risks and apply risk-based thinking through a process approach.

This is a new article from ASQ's Standards Connection, written by Robert Freeman and Jennifer Down, members of the U.S. TAG 176. To download the article, [click here](#).

QUOTE OF THE MONTH

"The man who does not read good books has no advantage over the man who can't read them."

~ Mark Twain

TOP 5 WAYS TO USE VIDEO TO MARKET YOUR BUSINESS

MCLDA Meeting October 14 – Kennewick

The October 14 meeting of the Mid-Columbia Leadership Development Association (MCLDA) features speaker Martin Holsinger, owner of Yakima Valley Marketing, and author of [Digital Marketing Secrets for Small Business](#).

Learn the basics and important strategies for getting started and being successful in marketing and growing your business using video marketing. Takeaways include:

- Surprising insights as to why YouTube videos are so powerful for business
- The Top 5 ways to use video to grow your business
- Completed worksheets that will give you a head start on your competitors before you even leave the meeting.

The meeting will be held at the Red Lion Columbia Center, 1101 N. Columbia Center Blvd, in Kennewick. Social hour starts at 5:30 pm, with dinner and the meeting at 6 pm. Holsinger's book will be available for purchase, and he will personally sign books at the conclusion of the evening. Cost is \$30. For more information and to RSVP, email Jamie at Jamie.Perez-Carter@rl.gov.

ASQ OFFERS ISO 9001:2015 COURSES

ASQ is now offering training courses surrounding the revisions to the new ISO 9001:2015 standard. From auditor training, to risk-based thinking, take these courses to not only help you get certified to the new standard, but grasp the knowledge of what the changes to the revision mean and how it will impact your organization. And ASQ members get discounted prices on these courses.

ISO 9001:2015 The Path Forward: This course is intended for those using ISO 9001:2008 who will be implementing ISO 9001:2015. Learn what the requirements mean for your organization and the steps you'll need to take to meet them.

ISO 9001:2015 Auditor Transition Training: This course is intended for those who are auditing ISO 9001:2008 and will be auditing ISO 9001:2015. Get a better understanding of the concepts that may be difficult to audit based on the new requirements.

Risk Management Essentials and Implementation Strategies: This course is intended for those using ISO 9001:2015 and/or ISO 14001:2015, and need to understand the risk and opportunity management requirements contained within the standard. Firm up your understanding of the implications of these new requirements for your organization.

SECTION 0614 MEMBERSHIP

As of September 1, 2015, we have 112 members in our Section.

2015 SECTION 0614 LEADERSHIP TEAM	
January 1 - December 31, 2015	
Section Chair	Robert Boykin
Vice Chair	Jo Haberstock
Treasurer	Kent Ozkardesh
Secretary	Jo Haberstock
Certification/Recertification	Patrick Faulk
Audit	Alvin Langstaff
Membership Chair	Charles Tyler
Nominating Chair	Jo Haberstock
Webmaster	Steve Prevette
Newsletter Editor	Robert Boykin
Voice of the Customer Chair	Vacant
Programs Chair	Vacant
Publicity Chair	Vacant
Community Outreach Chair	Vacant

PUBLICATION INFORMATION

This newsletter is published on a regular basis to inform members and potential members about Section 0614 activities and other news/information that might be of value to quality professionals. To be considered for the next newsletter, input must be received by the 10th of the month.

Has your email address changed? Help us keep you informed of Section 0614 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 be sure to click on the "email preferences" tab to be sure you are subscribed to receive future Section communications.