

CHAIR'S CORNER

by Robert Boykin

Making a difference in the lives of others can comprise a single act, build trust, and it can be remembered for years to come.

About 1-1/2 scores ago, Jackson supervised a crew of workers responsible for custodial and maintenance at a nuclear facility. Crew members performed general upkeep in maintaining a high cleanliness standard required throughout the reactor containment building and its support facilities.

Occasionally, glycol would leak from pipes and spill on to the bottom floor of the containment building. Reaching the spill required descending multiple flights of stairs, then crawling around pipes to remove the glycol substance. Tools consisted of pails, towels, absorbents, and a host of personal protective equipment (PPE). And the blow of mercy consisted of descending the stairs while manually carrying all the needed tools, equipment, and PPE. When the job completed, crew members ascended the stairs carrying the tools, equipment and PPE, as well as the absorbed substances. Hint: an overhead crane hook and basket could be lowered to the containment bottom but was never accessible during the cleaning evolutions.

One hot summer day a spill occurred. Jackson and crew mobilized and descended to the containment bottom.

The work proved difficult that day due to extreme heat and the amount of spill that was present. Nonetheless, the crew performed well. One half hour into the job, people were heard descending the stairs. Sounds on the metal steps consisted of tap-tap noises, not the usual boom-boom when workers came down the stairs. Jackson and the crew looked up and saw that the plant manager and president of the company were observing them. The president said he was in the plant when the announcement of the spill was made and came down to see what the crew was doing right. The crew appeared stunned. Never had the president nor the plant manager observed their work before, particularly at the bottom of the containment building.

The president asked the crew if they had all the materials needed to perform the work safely, and one brave soul said "no sir." After the president was informed about the lack of overhead crane support to lower and raise the supplies, he thanked the crew for doing a good job and performing work safely, turned, and was gone.

About 15 minutes later crane access hatches began to open. An operator appeared with two radios, handed one to Jackson, spoke into the other radio, and down came the basket. The operator asked Jackson to radio when ready and the basket would be hoisted to the top floor with the tools and equipment on board. Needless to say, that single act by the company president was remembered by Jackson and the crew nearly 30 years later. Now, top this story like I know you can. Go forth, build trust, and make a positive difference in the lives of others.

Be well and be safe.

- Robert

TIME TO GIVE BACK

by Jo Haberstock

Can you believe it? Autumn has officially arrived. As I feel the weather getting chillier each morning I am reminded that winter will soon be upon us. I'm starting to put away my sandals and tank tops – how about you? Hopefully I'll be able to remember where I put my winter gloves before it gets much colder. I think I still have some time before I'll also be needing a heavy-duty blankets or my knit caps, so I should be able to find them, too.

Yes, temperatures are dropping. This also means increased requests from many organizations in our communities as they strive to meet the needs of individuals and families struggling during difficult – and colder - times.

Our local section includes members from a large geographical area – from Ellensburg and Yakima to Moses Lake, Walla Walla, Pendleton and LaGrande – and I encourage everyone to do what you can to help meet the needs in your communities. If you are looking for places in need of volunteers, just google some local organizations – most non-profit organizations are in need of volunteers. Other sources for finding volunteer opportunities include local United Way agencies and volunteer-matching websites such as [Volunteer Match](#), where you can enter your city or zip code to find local needs.

One of our members recently helped with a fundraiser for the Tri-Cities Union Gospel Mission, another regularly volunteers with the Central Washington University Center for Leadership & Community Engagement, and others are actively involved with charitable organizations here and in other areas. You will find some information in this newsletter about two upcoming Tri-Cities area fundraisers – one on October 8 for the Cystic Fibrosis Foundation and another October 12 for Second Harvest. Tickets are available for sale for these events, and they also need volunteers to help out.

Speaking of Second Harvest, I hope you will be able to join us for our October 18 site visit/tour at the Second Harvest facility in Pasco. I had an opportunity to visit there earlier this month, while delivering a gift basket being donated by our section for their upcoming fundraiser. To be honest, while I had certainly heard about Second Harvest many times, I had no idea where their facility was located until that day. I was pleasantly surprised to be offered a quick tour by Ethan, their Office Coordinator. This prompted me to ask about possibly getting a tour for our section members and friends. After learning more about the "sort room" there and needs for volunteers to help sort food items several times every week, we decided to add a little hands-on activity to our site visit. This should be an educational – and fun – meeting. Invite your family members and work colleagues. Space is limited, so be sure to get your reservation in to Alvin (panda_2@charter.net) as soon as possible.

Stay warm, friends!

- Jo

Tuesday
October 18, 2016

LOCATION:
Second Harvest
5825 Burlington Loop
Pasco, Washington
(509) 545-0787

Second Harvest is located approximately 3 miles north of Pasco. Take the Highway 395 exit toward Spokane, and drive about 2 miles north on Highway 395. Watch for the Foster Wells Road exit (a crossroad); turn left onto E. Foster Wells Road. Take a left at the second intersection onto Burlington Loop.

NOTE TIMES:
5:45 p.m. - Check in
6:00 p.m. - Sorting/Tour Begins

Closed-toe shoes are required. Layered clothing is suggested, as it may be cold in the sort room and warmer in other areas.

FOOD DRIVE: Please bring non-perishable food items to donate.

Cost: This special site visit is FREE for ASQ members and non-members – but can only accommodate a limited number, so be sure to make your reservations early!

RESERVATIONS REQUIRED: For planning purposes, reservations must be received by October 11. Send an email to panda_2@charter.net with your name, phone number and company affiliation.

For more information about ASQ Section 0614 and other upcoming events: www.asq614.org

“Be Part of the Solution” Site Visit and Sorting (Hands-on)



Second Harvest – Tri-Cities 5825 Burlington Loop - Pasco

Second Harvest has been leading the hunger-relief network in the region since 1971. With operations/distribution centers in Spokane and Pasco, they distribute over 2 million pounds of free food each month to help people in need in 26 counties in Eastern Washington and North Idaho. Partnerships with more than 250 neighborhood food banks and meal centers make it possible to feed 55,000 people each week. Second Harvest is able to direct almost 99 percent of all donations, including in-kind gifts, toward collecting, transporting, warehousing and distributing food for people in need.

Second Harvest's mission is focused on organizing the community to be part of the solution to hunger. A broad base of support from a wide range of partners, including generous food and financial donors and 6,200 volunteers, makes it possible for Second Harvest to operate very efficiently. Every donated dollar is transformed into five meals for hungry people.

Join us on October 18 at the Pasco facility, where we will start by helping our communities. After a little training in how to do it right (quality is important!), we will assist in a “Help the Hungry Food Sorting” activity, getting items ready for distribution to other food banks and meal programs in the Columbia Basin. Later, we will tour the facility and learn more about their processes, partners, and future plans.

Second Harvest's Mission:
Fighting Hunger, Feeding Hope:

Second Harvest brings community resources together to feed people in need through empowerment, education and partnerships.

Feel good about giving back to the communities we live and work in and in being part of the solution to hunger. Please bring some non-perishable food items to donate. A list of items needed is included on page 6 of this newsletter and published on our website.

YOUR EXPERTISE IS NEEDED - HELP OUR SECTION IN 2017

How many of you reading this article enjoy being members of our ASQ section? Do you like the opportunities to get together each month to network, have dinner, to learn something new? For those who attended the September 13 workshop and/or dinner meeting, did you come away with some information of value to you and/or your organization? Do you enjoy reading this newsletter every month? Do you like our website? Would you like to see our section continue to grow – and thrive?

If we do not get enough volunteers to fill all the required section positions for the 2017 calendar year, all of these things could end. Our section could be forced to disband. There would be no more interesting speakers and topics each month. No more site visits or tours. No newsletter. No website. No local workshops or other educational opportunities.

This year has been a really good one for our section, with some great programs, site visits and training offered. Let's continue the momentum in 2017 – and beyond!

Key positions to be filled are Section Chair, Treasurer and Secretary. Equally important to our continued success are the committee leads: Membership, Certification, Nominations, Education, Voice of the Customer, Programs and Publicity. A few members have volunteered for some of these roles – thank you! But others still need to be filled.

Please give some serious thought to volunteering to serve in 2017. Most positions do not require a huge time commitment, especially if enough members are willing to help out with all the needed tasks.

If you want to help, contact our nominations chair, [Randy Cline](#). He will be happy to tell you more about the requirements and roles.

NETWORK & LEARN AT EDGE 12

September 27 in Kennewick

Each EDGE event brings three new speakers to join local author and coach Paul Casey. Gain new insights and make new contacts on September 27. It may just be the boost your enthusiasm needs.

This month's speakers:

- Wes Hayden (Roasters Coffee) Think Bigger and Go for It!
- Brett Spooner (Gravis Law) Why Understanding Millennials Matters
- Angela Dryden (Health Coach) Don't Burn Out; Fuel Your Fire!
- Paul Casey (Growing Forward Services) How to Rock Your Public Speaking

The event will be held at HAPO, 7601 W. Clearwater, Kennewick (flashcube building), from 4 pm to 6 pm. Cost is \$33. Refreshments will be provided. To register or for more information, [click here](#).

SEPTEMBER 13 LOCAL WORKSHOP WAS A BIG SUCCESS

We held our big workshop of the year in Richland on September 13, and based on the feedback received it was a success. Comments from attendees included:

- Good presenter – bring him again
- High energy speaker
- Very interesting topic & useful information & ideas

The workshop, presented by Kevin McManus of Great Systems!, focused on reducing human error rates and “mistake-proofing” approaches to work planning and execution. There were 32 participants (from nine different companies/organizations) in the half-day event. Everyone who attended also received a copy of Kevin's latest book, [Error Proof: How to Stop Daily Goofs for Good](#).

UNCORK THE CURE ON RED MOUNTAIN

Cystic Fibrosis Fundraiser – October 8

[Uncork](#) will be held at Cooper Wine Company in Benton City starting at 12 noon on October 8. It features entertainment, food, other vendors and, of course, wine. Chill to the feel-good sounds of The Dimestore Prophets while you sip, shop, auction & eat.

This is a fundraiser for the Cystic Fibrosis Foundation. Tickets are \$50 each, or \$500 for a table of eight (plus glasses and beverage tickets). For more information: 509-430-0455 or alerch@cff.org.

NEW ASQ CERTIFICATON: CERTIFIED SUPPLIER QUALITY PROFESSIONAL (CSQP)

The Certified Supplier Quality Professional (CSQP) works with an organization's supply chain and suppliers to continuously improve performance of key system components (refine life cycle, reduce scrap, improve repair processes) by implementing process controls and developing quality assurance plans.

Due to the ever increasing globalization of the supply chain, the demand for CSQPs has exponentially increased in a broad spectrum of industries including: aerospace, automotive, biologics, food processing, government, medical device, pharmaceutical, and shipping.

For more information about this new ASQ certification, [click here](#).

QUOTE OF THE MONTH

"You can't live a perfect day without doing something for someone who will never be able to repay you."

- John Robert Wooden

RICK MARTINEZ TO SPEAK AT MCLDA MEETING OCTOBER 13

Managing people is not easy. People have different values, motivators, personalities, talents, and goals. But, for those who have a system, managing people is not difficult.

"Managing People: It doesn't have to be a day-long Dental Appointment." That's the title of the talk Rick Martinez will provide at the October 13 dinner meeting of the Mid-Columbia Leadership Development Association (MCLDA.) The meeting will be held at the Shilo in Richland, with networking at 5:30 pm, meeting at 6, dinner at 6:30 and the program at 7. Cost is \$20, or \$5 for just the presentation.

For more information and to make reservations, email [Mary C Davenport@rl.gov](mailto:Mary_C_Davenport@rl.gov)

SEPTEMBER IS ALL ABOUT STATISTICS AND SIX SIGMA

This month's free gifts for ASQ members include two full e-books on both Six Sigma and statistics, video introductions, and a list of articles on how the concepts are applied today. Also included are upcoming courses and events where you can connect with practitioners, instructors, and experts. You'll get:

- The ASQ Pocket Guide to Statistics for Six Sigma Black Belts
- Control Chart Template
- Practical Design of Experiments
- Supply Chain Techniques Applied to Six Sigma Saves SeaDek Marine Products \$250,000 (article)

Get your [free ASQ Member Gift](#) now.

NEED RESEARCH ASSISTANCE? OR EXPERT ADVICE?

Just a reminder that one of the benefits of ASQ membership is free research assistance. ASQ staff at the national level can help locate content on specific topics and connect members with subject matter experts. And quality questions already answered by ASQ's knowledge network are posted on the website, where you can also pose your own questions.

[Link to Ask a Librarian](#)

[Link to Ask the Experts](#)

TOP MANAGEMENT'S ROLE IN ISO 9001:2015

Quality professionals continue to have a lot of questions about the ISO 9001:2015 revision. Learn how requirements for leadership involvement have changed, and what today's leaders need to know to be successful in implementation of the requirements. Joseph Muratore, commercial director at BSI Americas, discusses how organizations can meet these new requirements. [View the video.](#)

WHAT'S YOUR OPINION?

by Ron Rosenberg

I was recently searching on the Web for some input on a technical problem that was taking significantly longer to solve than it should have.

After reading some posts on a relevant site, I happened to notice the following statement after one person's signature line: *Everything I write is a personal opinion. Even when I quote facts, they are the facts I personally choose to accept.*

This makes an interesting point about how you write copy for ads and structure your marketing strategies.

Years ago, when I was getting my MBA, I took a course on statistics, which was not all that interesting to me. What did make the course fun, though, was that we were all required to purchase and read this book: [How to Lie with Statistics](#), by Darrell Huff.

That's a great title, and the book explains how you can be selective about which statistics you choose to include, and how you decide to present them.

For example, the scale you use on a graph can make the selected data range appear either dramatic or flat, supporting a claim that there has been either radical change over time...or no change at all.

Understanding this can help you in two ways. First, it can help you develop, frame, and present your messages in a way that connects strongly with your audience and helps you get the results you want.

Second, and probably more important, it means that you should be extremely vigilant when you're presented with "factual data." Look closely not only at which data is being presented, but also at which data is being *omitted*.

For example, when reviewing the results of a survey, look closely at the questions being asked and see if they're truly impartial, or if they're gently leading the respondent toward a particular opinion.

And finally, when "facts" are presented that clearly support the claims being made by a particular company or organization, use your common sense and a bit of simple analysis to make sure you're working with truly accurate data.

Ron Rosenberg is an award-winning speaker, author, and coach. He is a nationally recognized expert on marketing and customer service, has authored several books and learning systems, and leads high-level marketing and business development coaching programs. Over 20,000 people have subscribed to his Go Market You! email newsletter. His expert commentary has been featured in The New York Times and The Washington Post, and in Smart Money and Real Simple magazines. Check out his website at <http://ronrosenbergspeaker.com/>.

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 may be of value to quality professionals. To be considered for the next newsletter, input must be received by the 10th of the month.

TAKING A BITE OUT OF HUNGER

Pasco Second Harvest Fundraiser - October 12

Taste entrees, appetizers, desserts, beers, wines and other food and beverages at the 11th annual "Taking a Bite Out of Hunger" fundraiser for Second Harvest in Pasco. There will also be auction items to bid on. (Our section donated a gift basket for the silent auction.) Second Harvest provides food and hope for many of our neighbors in need in the Columbia Basin and Yakima Valley.

Date: October 12, 2016

Time: 5:30 pm - 9:00 pm

Location: Pasco Distribution Center, 5825 Burlington Loop in Pasco

Business casual attire. Must be 21 or older. Cost is \$75 per person, or \$600 for a reserved table for 8. Tickets are available online [here](#). Volunteers are also needed to help with set up, vendor check in and other tasks. Find out more by calling Jean at 509-545-0787, or emailing jean.tucker@2-harvest.org.

OMAHA STEAKS, ANYONE?

ASQ Training – 3 for the price of 2 in Omaha

ASQ is offering specials for groups of three or more for the following October training courses in Omaha, Nebraska:

[ISO 22000:2005 Lead Auditor Training](#)

[Certified Quality Engineer Certification Preparation](#)

[Introduction to Quality Management](#)

[16 Hour ISO 9001:2015 Lead Auditor Training](#)

[Lean for Service](#)

[Fundamentals of Measurement Uncertainty](#)

For more information, contact ASQ Customer Care at 800-248-1946 and provide promo code OMA402 to take advantage of this offer.

JOB SEEKERS AND EMPLOYERS

ASQ and Section 0614 Job Postings

Did you know? The [ASQ Career Center](#) posts opportunities for both job seekers and employers. The Center also features tips, tools and services that can streamline the process of finding the perfect job or finding the right candidate.

Our Section 0614 [website](#) also offers opportunities for employers to post jobs that may be of interest to our members. And if you are seeking employment, your resume can be posted as well. Postings can be submitted to our [webmaster](#).

HOW TO AUDIT ISO 9001:2015

A Handbook for Auditors

ISO 9001:2015 includes many changes that not only affect the organizations aiming to achieve certification, but also auditors. This book by Chad Kymal is a resource to help auditors understand the revision in order to effectively audit to it. The book also integrates two different types of audit strategies, conformance audits and performance audits, into a one-process approach. This book is available from [ASQ Quality Press](#); member cost is \$36. (List price is \$60)

SECTION 0614 MEMBERSHIP

As of September 8, 2016, we have 96 members in our Section.

2016 SECTION 0614 LEADERSHIP TEAM	
January 1 - December 31, 2016	
Section Chair	Robert Boykin
Treasurer	Kent Ozkardesh
Secretary	Jo Haberstk
Certification/Recertification	Patrick Faulk
Audit	Alvin Langstaff
Membership Chair	Jo Haberstk
Nominating Chair	Randy Cline
Education Chair	Charles Tyler
Voice of the Customer Chair	Debbie Clarke
Webmaster	Steve Prevette
Newsletter Editor	Robert Boykin
Programs Chair	Vacant
Publicity Chair	Jo Haberstk
Community Outreach Chair	Vacant

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.



HARVEST

Most Needed Food Items

(listed in order of need)

Protein

- Peanut Butter
- Canned meat, ham, chicken, tuna
- Hearty soups, chili, stews
- Macaroni and cheese, boxed dinners
- Beans (kidney, pinto, navy, black, refried, etc.)



Fruits and Vegetables

- Canned fruits and vegetables
- Canned or boxed juices
- Boxed mashed potatoes
- Dried fruit



Grains

- Pasta
- Rice
- Healthy cereals (low sugar and fat)
- Flour, baking mixes
- Stuffing mixes
- Oatmeal, Cream of Wheat



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