

CHAIR'S CORNER

by Robert Boykin

The Best Things in Life are Free

(selections acquired from a Huffington Post article)

What if you woke up tomorrow morning and discovered that you are one of the wealthiest people in America? Now that you can purchase any material item you desire, no matter the price, would your priorities change? Before you make a beeline to the nearest Lamborghini dealership, pause for a moment and think about the assets in your life. Not just the dollar bills in the bank, but the other valuables you have. The ones that actually matter.

Sure, money can buy a lot of things - but that's it. They're *just things*. Material possessions are great, but happiness doesn't come from the items we own. It comes from a toddler's giggle or your mother's cooking. It shows up on a sunny day or seeing your best friend walk down the aisle.

When it comes down to it, the riches in our bank accounts don't compare to the riches below. Evidence that the best things in life don't cost a single penny:

Hugs. Admit it, there's nothing like a warm embrace from someone you care about. Research shows they may lower your blood pressure and boost your heart health. Not bad for a small (and free!) gesture.

Friends and family. You can't put a price point on your loved ones. It's a small price to pay when you consider the real value they add to your life.

Smiles. It is said that the more you grin, the more joy you'll feel. And what about those "knowing smiles" you share with your best friends after an inside joke? So, go on, remember that joke and smile.

Sleep. Sometimes there's just no better feeling than crawling into a comfortable bed and letting our minds drift away to dreamland. Completely free.

Laughter. It's hard not to feel your absolute best when you're in the middle of a belly-aching fit of laughter. Research suggests that laughing may boost our memory and can lower stress. So, laugh on!

Happy memories. Let's be honest, who *hasn't* replayed some of their best times in their head? According to studies, nostalgia is one of our mind's greatest indulgences - and it's totally OK to embrace it. Research shows we spend 47 percent of our waking hours daydreaming, so why not put it to good use?

So, go hug your best friend, kiss your significant other, create good memories with your family and make someone feel valued with a simple smile (and then go to sleep). All without draining your pocketbook.

Be well and be safe.

- Robert

ONE DEGREE CAN MAKE A BIG DIFFERENCE

by Jo Haberstock

I want to thank everyone who participated in our Community Outreach activity this month at Second Harvest. We didn't have a large turnout, but we had a hard-working group, and everyone pitched in (and reached in to the deep bins) to sort a lot of potatoes and apples.

That was the highlight of our section month. The not-so-high part was having to cancel the planned site visit and VIP tour at Columbia Crest Winery earlier this month - due to lack of enough RSVPs from members. This site visit was planned based on member requests for this type of meeting, and we had planned for wine tasting and lunch as well, so this cancellation was especially disheartening.

We all have busy lives, and it's understandable that not everyone will be interested in and/or able to attend every section meeting and activity. Because we want to have meetings that are of value to our members, we need your input as to what you would like to see offered in the future. If there are specific topics you would like to hear more about, let us know. If you know of a dynamic speaker, let us know. Feedback from our members is vital to future planning.

We are now officially in our "summer hiatus" - meaning our next section dinner meeting will be September 12. (Mark your calendar!) During the next few months, the Leadership Team will continue to work toward meeting the goals in our annual business, budget, and other team plans.

We are also beginning to plan for the 2018 section year. Yes, this is *your* opportunity to step up and serve in 2018, to help keep our section running and successful. If you are interested in serving in 2018, please let us know.

Now, you may be thinking, what does any of this have to do with my column title - "One degree can make a big difference"? As the weather gets hotter, have you ever noticed you are feeling warm but not uncomfortable at one temperature (say, 94 degrees) but when the thermometer reads 95 it suddenly feels a whole lot hotter? Sometimes just seeing the temperature displayed seems to make it *feel* hotter!

There is an article later in the newsletter about a book titled 212° The Extra Degree. It posits that at 211° water is hot, while at 212°, it boils. Just one extra degree makes a big difference. One degree doesn't seem like much, does it? If you are putting in XX amount of effort on a task, one more degree wouldn't take much, would it? If you are currently committing X hours of time each month to attending meetings and helping with our section's needs, you could probably commit to another hour, don't you think?

Just one degree *can* make a big difference. Think about it. And have a great summer!

Hope to see you all in September.

- Jo

WHO WILL STEP UP TO KEEP OUR SECTION GOING IN 2018?

by Jo Haberstok

It's that time again... time to start thinking about 2018 and the continued success of our ASQ section. Is this the year you will step up to the challenge?

Please give some serious thought to volunteering to serve in a leadership role. Our section is dependent on our volunteer members. Our monthly meetings and site visits don't just magically happen. Our charitable giving activities, recruiting efforts, communications with members, notices about meetings that appear in the newspapers... all of these things are the result of many hours of work, all done by volunteer members.

There are several key roles to be filled in 2017. The most obvious ones are Section Chair, Treasurer and Secretary. Other equally important roles are Membership Chair, Audit Chair, Certification Chair, Nominations Chair, Programs Chair and Publicity Chair, to name a few.

Please take some time and think about how **you** will help our section continue to be successful in 2018. Most of these roles require only a few hours of time each month. If you have any questions about the various positions and/or if you would like to volunteer for one of these roles, please contact [me](#) or another member of the leadership team.

SECTION 0614 SUPPORT AT SECOND HARVEST

It feels good to help others!

Thanks to everyone who supported our section's May 18 Community Outreach activity at Second Harvest in Pasco. Our group worked with a few others that evening, sorting apples from Douglas Fruit and potatoes from Pacific Produce, and we accomplished a lot. The total from the evening's work was 3650 lbs of apples and 1338 lbs of potatoes, for a total of 4988 lbs, which equates to 4157 meals. Way to go!

THE 8TH HABIT

Just about everyone has heard of Stephen R. Covey's famous book The Seven Habits of Highly Effective People, which was first published in 1989. Most folks have probably read it.

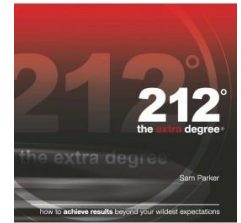
Not so many are familiar with The 8th Habit: From Effectiveness to Greatness. It was written as an "upgrade" to the first book and to clarify and reinforce Covey's earlier declaration that "Interdependence is a higher value than independence."

The 8th Habit is "*Find your voice and inspire others to find theirs.*" Voice is Covey's term for "unique personal significance." According to the author, those who inspire others to find theirs are the leaders needed now and for the future. The book also discusses "5 Cancerous Behaviors" that may inhibit the individual's greatness: Criticism, Complaining, Comparing, Competing and Contending.

For more about the book, [click here](#).

212° THE EXTRA DEGREE

Looking for a powerful motivational message for your entire organization? Or maybe you just need a little inspiration to keep yourself on track toward achieving some personal goals. 212° the extra degree, by Sam Parker, is a worldwide bestseller, with a message that will likely capture the attention of everyone in your organization and may also help motivate them to new and higher levels of performance.



212° the extra degree captures the essence of excellence in an unforgettable way... At 211° water is hot. At 212°, it boils. And with boiling water, comes steam. And with steam, you can power a train. The one extra degree makes the difference. In the book, the simple 212° concept is illustrated through a clear introduction and then supported by a series of thoughts, examples, and facts that will help you absorb the 212° mindset. Its purpose is to inspire the extra level of effort that produces exponential results.

The 104-page book is easy to read and understand. Price: \$8.00. Also available for \$21.95 is a 212° kit that includes the book, a DVD containing a short motivational movie, a personal action plan and additional self-development resources. Click [here](#) for more information and to order.

JOB POSTINGS – JOB SEEKING

Considering a career or job change?

If you/your company is looking for quality professionals (e.g., managers, engineers, technicians, specialists, etc.) to join the team OR if you are a quality professional seeking employment, let us know. Our [section website](#) often posts information about available jobs as well as resumes of section members seeking employment opportunities. For more information, contact our webmaster, [Steve](#), or another member of the Leadership Team.

QUOTE OF THE MONTH

"If you think you're too small to make a difference, you haven't spent a night with a mosquito."

- African Proverb

HOW TOP MANAGEMENT CAN LEAD A LONG-TERM KAIZEN JOURNEY

I came across this short video on YouTube recently. For those who have been involved with ASQ for a while, you are probably familiar with the presenter, Mike Micklewright, Kaizen Institute Continuous Improvement Director (U.S.), as many of his articles have appeared in ASQ and other quality-related magazines. He is also well-known as a Dr. Deming impersonator, and business and quality consultant/trainer.

In this 3-minute video Mike talks about how management can lead workers on a long term Kaizen journey. Check it out [here](#).

ONE DEGREE OF DIFFERENCE

by Ron Rosenberg

One of the great things about living in North Carolina is that you can spend time outside most of the year. And for me, this means being on my bicycle.

We have an incredible public greenway system here with over 100 miles of paved trails. And this makes cycling *significantly* more safe and enjoyable than riding on the roads where you literally take your life in your hands when you start rolling!

On a couple of recent rides, I noticed that my speed was a bit lower than normal, and I chalked this up to not riding quite as much since it's been winter. Then I remembered that a few weeks earlier, I had hit a bump on the trail and the nose of my seat had tilted down from the shock.

I adjusted it to where I thought it was, but when I checked again the other day, it seemed to have lowered just a bit. So I got out my tools and raised the angle of the seat - *by about one degree*.

This had the effect of repositioning my body so that my legs got more extension on each pedal stroke - the net effect of which was to increase my speed by about 1 mile per hour. That may not seem like a lot, but on a bicycle, it really is. Plus, if the seat height and angle are set too low, it can cause problems with your knees - something you definitely want to avoid.

The change I made in the seat angle wasn't significant - you could say it was almost negligible - *but it was exactly the change I needed at that time and place*.

In your life, there are minor adjustments you make, almost continually - like the constant steering adjustments involved in driving a car. You may not be aware of them, but they're happening, and they're definitely affecting the results you get.

Over the next few days, try to see what's not working quite right in your life, and make the small, seemingly insignificant adjustments that can help correct them and have a profound impact on everything you do!

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. Check out his [website](#).

BUILD IT RIGHT – FOR YOURSELF

by Jenny Brown

An elderly carpenter was ready to retire. He told his employer-contractor of his plans to leave the house-building business and live a more leisurely life with his wife enjoying his extended family. He would miss the paycheck, but he needed to retire. They could get by.

The contractor was sorry to see his good worker go and asked if he could build just one more house as a personal favor. The carpenter said yes, but in time it was easy to see that his heart was not in his work. He resorted to shoddy workmanship and used inferior materials. It was an unfortunate way to end a dedicated career.

When the carpenter finished his work the employer came to inspect the house. He handed the front door key to the carpenter. "This is your house," he said, "my gift to you."

The carpenter was shocked! What a shame! If he had only known he was building his own house, he would have done it all so differently.

So it is with us. We build our lives, a day at a time, often putting less than our best into the building. Then with a shock, we realize we have to live in the house we have built. If we could do it over, we'd do it much differently.

But we cannot go back. You are the carpenter. Each day you hammer a nail, place a board, or erect a wall. "Life is a do-it-yourself project," someone has said. Your attitudes and choices you make today build the "house" you live in tomorrow. Build wisely!

Jenny Brown is an author at [Shareably](#), the next generation of storytellers.

VEGAS, BABY!

Grab your sunscreen (it's hot there in the summer!) and head to Las Vegas for some classroom training in the coming months. Here are just a few being offered:

June 12-15

[Guide to Process Improvement & Change](#)

June 12-16

[Intro to Quality Management](#)

June 12-15

[Intro to Quality Engineering](#)

June 15-16

[Auditing for Improvement](#)

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.

PASCO SECOND HARVEST PARTNERS WITH THREE NEW AGENCIES

Second Harvest’s Pasco distribution center is working with three new local partners to supply food to hungry people in the Tri-Cities area: Mid-Columbia Meals on Wheels, Tri-County Partners Habitat for Humanity and the Second Chance Center, a program of the Community Action Committee (CAC).

Mid-Columbia Meals on Wheels (MOW) receives nutritious fresh produce and other perishable groceries from Second Harvest to prepare hot meals delivered to homebound seniors. The organization has been able to include more fresh produce in their menus because of Second Harvest’s partnership.

Tri-County Partners Habitat for Humanity works with families who need housing and help building their new homes. Second Harvest provides a stocked refrigerator and pantry for families moving in to their new home.

Second Chance Center, which opened in late 2016 and houses up to 35 people, serves families and children who need daytime shelter while parents or caregivers look for work. Second Chance has a computer center and places for children to play. Many other shelters are only open at night, leaving families sleeping in cars or walking the streets. Second Chance receives a variety of easy-open nonperishable food items for their day shelter program serving homeless families with children

Community donations – of both food and volunteer time - can make the difference between someone eating or not. For more about Second Harvest and to volunteer or make a donation, [click here](#).



SECTION 0614 MEMBERSHIP

There are 111 members in our Section as of May 3, 2017.

2017 SECTION 0614 LEADERSHIP TEAM January 1 - December 31, 2017	
Section Chair	Robert Boykin
Treasurer	Kent Ozkardesh
Secretary	Jo Haberstok
Certification/Recertification	Patrick Faulk
Audit	Alvin Langstaff
Membership Chair	Liz Dickinson
Nominating Chair	Becky Corral
Programs Chair	Jo Haberstok
Webmaster	Steve Prevette
Newsletter Editor	Robert Boykin
Publicity Chair	Jo Haberstok
Voice of the Customer Chair	Vacant
Education 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 may be of value to quality professionals. To be considered for the next newsletter, input must be received by the 10th of the month