

CHAIR'S CORNER – Fall is in the Air

by Jo Haberstok

Hello Friends! Hard to believe it's almost officially Fall. Did your summer fly by as quickly as mine?

Our section leadership team has been working diligently to find interesting speakers and topics for future meetings. We are currently also working on our section's business and budget plans for 2020. There are a number of ASQ "transition" activities continuing as well, including developing our new website on the myASQ platform and transferring funds from the section level to regional financial centers/control. Busy times.

Our September Site Visit to Permobil in Pasco was very educational. It's clear that their team members put the customer first, and they are always looking for ways to improve their products. The turnout for this meeting was great, too.

Our October 8 dinner meeting is sure to be another learning opportunity. Check out the announcement on the next page. Some of you probably attended the last meeting (in 2018) that our speaker, Rick Warriner, presented at. It was one of our liveliest meetings ever (very interesting, too, as the topic was suspect/counterfeit items), with a lot of sharing of information.

Please consider inviting your friends and other work colleagues to the October meeting. There is opportunity to win a Starbucks' gift card! There is also an opportunity for members who attend to receive a special gift. But you'll have to read more about that in another article.

Let's talk a little about assessments. We've all been involved with them in one way or another. Many of you are in roles that require conducting assessments of specific activities, other organizations, or individual performance. In several past positions, I helped research information and develop assessment/evaluation questions, conducted observations and interviews, and provided both verbal and written feedback. I enjoy opportunities to help others and to improve processes.

I've also always found periodic self-assessments to be valuable. Taking a hard look at our own strengths and areas needing improvement can be eye-opening. Asking for feedback from co-workers, managers, and customers may be a scary idea to some. Although I have sometimes been a bit surprised at some of the feedback from others, I've also been pleasantly surprised by some of the comments. Of course, it's great to hear the positive, but we all know there are things we could improve on, too. And, really, isn't that what quality is all about? Continuous improvement.

As the new ASQ tag line says... Excellence through Quality!

- Jo

A Positive Approach to Life's Challenges

submitted by Robert Boykin

This storyline is offered via The Power of TED, "*The Empowerment Dynamic*".

Talk is constant and pretty "cheap" these days. Anyone, anywhere, anytime can post a comment on the many social media sites and talk, talk, talk. There are over 500 million tweets each day on Twitter alone.

But W.A.I.T. Ask yourself: "Why Am I Talking?"

If you are unconscious to the reason you are talking, you can easily go reactive to the moment and blurt out the first words that come to mind and probably step right into either the Victim, Persecutor or Rescuer; the Dreaded Drama Triangle (DDT)™.

Instead of unconsciously talking, take a moment before you choose your words and ask yourself:

W.A.I.T. – Why Am I Talking?

1. Am I talking for approval and to be overly helpful? (Rescuer)
2. Am I talking to control and take charge of the situation? (Persecutor)
3. Am I talking to complain and whine about all I don't like? (Victim)

Many of our behaviors are habitual and probably none more so than talking. Here are a few reflective questions to ask yourself before you leap into a conversation:

- What is my intention behind what I am about to say?
- Is there a question I could ask that would help me better understand what the other person is saying and perceiving?
- How might I simply listen and let go of my urge to talk in this moment?

If we all did a little more W.A.I.T.ing and a little less talking, this world could be a more empowering and co-creative place.

Be well and be safe.

- Robert

TUESDAY
OCTOBER 8, 2019

LOCATION:

Joker's Event Center
(aka Atomic Bowl/Comedy Club)
624 Wellsian Way
Richland, Washington

5:30 p.m. – Check/in
Networking

5:45 p.m. – Place dinner orders
(everyone orders from the
restaurant [menu](#) and pays
individually)

6:00 p.m. – Dinner

6:30 p.m. – Presentation

NOTE: If planning to order food,
please try to arrive by 5:45 to
allow adequate time for
everyone to be served and eat
dinner prior to the presentation
start time.

Cost:

No charge for ASQ members

\$5 for non-members

Please RSVP by October 2 for
planning purposes.

Email 0614asq@gmail.com with
your name, contact information,
and type of reservation (dinner
and presentation, or just the
presentation).

Attendance at this meeting earns
0.5 RUs toward ASQ recertification.

For more information about our
ASQ section and other upcoming
events: www.asq614.org/

“Assessment Principles: How to Look, How to Ask, How to Tell”



Rick Warriner, CPM, PMP

When you hear the word “assessment” what comes to mind? Audit? Performance review? Management assessment? This is going to be a real pain?

Fair enough. If you have not had a lot of experience with assessments, either performing them or on the receiving end, your immediate thoughts may not all be positive ones. Assessments usually involve a lot of time, documents, and questions and answers.

This presentation will focus primarily on conducting assessments. Examples of past assessment failures will be used as a springboard to improving the overall process.

- Assessment Types – Independent, Management, Surveillance
- Planning – the importance of being prepared and understanding the basis, risk, goal(s) and final objective
- Performance (and the Do's and Don'ts of Assessor Conduct) – seeing and asking questions, interviewing and listening techniques, objective evidence
- Reporting – focusing on continuous improvement, basic assessment report elements/format and what should and should not be included

One of the most important characteristics of any quality assessment is content validity. Simply put, content validity means that the assessment measures what it is intended to measure for its intended purpose, and nothing more.

If you are not familiar with this topic, or if you would like a refresher and some tips for future use, join us on October 8 to learn more.

About the speaker: Rick Warriner is a graduate of the U.S. Navy Nuclear Power School, with over 25 years of experience in the leadership, development, and implementation of nuclear facility quality assurance programs. He is recognized in the Department of Energy as a Subject Matter Expert in the identification and prevention of suspect and counterfeit components. Rick is a Certified Professional Manager (CPM) and Project Management Professional (PMP). Since retiring in 2016, he continues to instruct quality assurance topics at the DOE HAMMER Federal Training Center and other DOE sites nationwide.

INVITE A GUEST! BRING A FRIEND! (and you may win a gift card)

Check out this fun incentive we are offering for the October 8 dinner meeting. We'd love to get lots of guests at this meeting – not only because it will be a great presentation but also because it's an opportunity to introduce others to ASQ and to our local section. So...

All current Columbia Basin ASQ members who bring a guest/invite a friend to the October 8 dinner meeting, per the rules below, will be eligible to possibly win a gift card:

- The member or invited guest (non-ASQ member) must make a reservation prior to the October 2 deadline and must attend the full dinner meeting. Be sure that when the reservation is made, it is noted that the individual is attending as *your* guest.
- All members with an invited guest(s) will be entered into the evening's drawing for a \$10 Starbucks gift card. One gift card will be awarded.
- There is no limit on the number of guests a member may invite - each guest will earn another entry into the drawing.

Please share the meeting announcement (also posted on our [website](#)) with others, and invite them to join you for this meeting.

ANOTHER OPPORTUNITY FOR MEMBERS IN OCTOBER

Let's see how many of you read the articles in this newsletter.

Are you planning to attend our October 8 dinner meeting? Great! Make your reservation soon, and you may be rewarded with a little something extra.

The first 10 Columbia Basin ASQ section members who hold either a Full (including Fellow and Senior) or Associate ASQ membership who make their [reservation](#) by October 2, and attend the dinner meeting will receive a special gift at this meeting.

ASQ CERTIFIED SIX SIGMA BLACK BELT (CSSBB) STUDY GUIDE

Book by Mark Allen Durivage and Shawn Findlater

This book is a study tool for the ASQ CSSBB exam. It complements [The Certified Six Sigma Black Belt Handbook](#), and contains more than 400 practice questions and a 150-question practice exam. Questions follow the organization and depth of the Black Belt Body of Knowledge.

Cost is \$30 for ASQ members. Click [here](#) for more information.

FREE MEMBER GIFTS – INSPECTION AND SAMPLING

Inspection and sampling are practices that started the quality movement many years ago, and they continue to be essential to quality assurance and process improvement around the world.

This month's free gifts for ASQ members feature:

- **Best-selling e-books** including *The Certified Quality Inspector Handbook, Second Edition* and *How to Perform Continuous Sampling, Second Edition*
- **ASQTV interviews** with Charlie Lanktree, CEO at Egglund's Best and Gerald Johnson, United States Air Force
- **Expert webinars** on best practices and tools such as *Dynamic Software Test Planning, Measurement Systems Analysis*, and more
- **Practical examples** from multiple case studies and articles

Access these and more free resources [here](#) by September 30.

ASQ AWARD AND MEDAL NOMINATIONS DUE OCTOBER 1

Do you know an ASQ member deserving of special recognition?

There are 13 ASQ National Medals and Awards covering the following categories:

- Broad Contribution, Meritorious Service (5 medals)
- Medals for Distinguished Career or Specialty Contribution (8 medals)

To view the 2019 Medal and Award recipients, click [here](#).

The deadline for ASQ Award and Medal nomination is October 1. View the full list of awards [here](#), and consider nominating someone today! Instructions for submitting nominations can be found in each award nomination application.

THE ASQ SIX SIGMA BLACK BELT POCKET GUIDE

Book by T. M. Kubiak

Looking for a quick reference guide for Six Sigma?

In this pocket book, author T. M. Kubiak addresses topics he has found to cause problems, issues and concerns for many Six Sigma Black Belts over the years. Though not intended as a preparation guide for ASQ certifications, the information provided may serve as a useful reference for Black Belt certification examinations.

Cost is \$17 for ASQ members. For more information or to purchase, click [here](#).

CALLING ALL MEMBERS - HELP KEEP OUR SECTION GOING IN 2020!

Do you want Columbia Basin ASQ to continue as a section next year? Do you like the educational and community outreach programs offered? Have you enjoyed the programs and site visits you have participated in? Are the newsletter articles of value to you?

We've said it before - In order to maintain our section, we are required by ASQ to fill specific officer positions as well as other appointed roles every year. We really need our members – that means *you* – to step up and volunteer to serve in leadership and supporting roles in 2020.

We encourage new and innovative ideas – but we need volunteers to champion them!

Most positions (Chair, Secretary, Treasurer, Membership, Audit, Nominations, etc.) only require a time commitment of a few hours each month – but they are all needed to keep the section running.

Please – give it some thought. And then contact one of our leadership team members by October 1 and let us know that we have your support and that you want to volunteer to help keep our section running and successful in 2020.

THINK BIG FESTIVAL 2019

September 21 and 22 in Coeur d'Alene Idaho

The Think Big Festival is an annual event that educates and empowers entrepreneurs by focusing on the speed at which technology is moving and everyone's role in its progression. This year's event will highlight the field of robotics and will host brilliant minds from Microsoft, Boeing, Johns Hopkins APL, and more.

The festival mixes together a beautiful lake town, thought-provoking speakers, live startup pitch sessions, drones, autonomous vehicles, robots, tech parties around town, and innovative minds. For more information, click [here](#).

MID-COLUMBIA LIBRARIES BOOK SALE FUNDRAISER

September 25-29 – Kennewick Library

Friends of Mid-Columbia Libraries will be hosting their semi-annual Giant Book Sale at the Kennewick library September 25-29. Members (only) get a full day of early access on September 25 from 10 am to 6:30 pm. The cost of a Friends membership is just \$5 a year, and new members can sign up at the door or [online](#). Everyone else is invited to shop September 26-29.

There will be great deals on gently used books, DVDs, CDs, audiobooks, and more. All funds raised provide valuable support for local libraries. Items will be marked down on September 29, so there will be even bigger bargains on the final day.

For more information, visit [Mid-Columbia Libraries](#).

NATIONAL RAIL SAFETY WEEK

September 22-28

The Illinois Chapter of Operation Lifesaver and the National Safety Council reminds all Americans to take caution around grade crossings, where the rails and the roadway meet. Every three hours in America, either a person or a vehicle is hit by a train, and too many of these incidents happen at grade crossings.

Roadway-rail crossing fatalities involving motor vehicles totaled 168 in 2017, an increase of 7% over 2016. Pedestrian fatalities totaled 86 that year.

Since 2017, each of the 212,000 railroad crossings in the United States has been marked with a sign that clearly identifies the crossing, along with a number to call immediately if a vehicle or another hazard is found on the tracks.

Some tips for staying safe in and around grade crossings:

- Never try to beat a train; whether on foot or in a vehicle; stay off the tracks if the grade crossing lights are on and the gate is down
- Respect the train and tracks; only cross a track at a grade crossing
- If stuck on the tracks, if possible, find the blue sign identifying the crossing number and call the railroad so trains in the vicinity can be alerted as soon as possible

More information about Rail Safety Week and Operation Lifesaver [is available here](#).

Operation Lifesaver is a nonprofit public safety education & awareness organization dedicated to reducing collisions, fatalities and injuries at highway-rail crossings and trespassing on or near railroad tracks.

BEST PRACTICES FOR BUILDING A WINNING WEBSITE

Free Webinar September 26 at 11 am PDT

A website is often the first impression others have of your business. If you could use some help to make sure yours is a good representation of your company, check out this free webinar from SCORE on September 26.

Presenter Sherry Bonelli, a digital marketing professional with over 20 years of experience, will cover the following:

- Overview of popular web development platforms
- What design elements you should have on your website – and which ones to avoid at all cost
- Why site speed is important
- Basic Search Engine Optimization (SEO) strategies
- How to measure your site's performance
- How to write engaging content
- How to increase visitors and engagement
- How to improve the likelihood of your pages showing up in Google search results

For more information and to register, click [here](#).

TRI-CITIES DIVERSITY SUMMIT

October 16 in Kennewick

The Tri-City Regional Chamber is hosting, in partnership with other sponsors, a half-day event on October 16 to focus on the importance, impact and benefits of diversity and inclusion practices in the workplace.

The featured speaker is Parag Vaish, Founder-in-Residence of Google, and former Head of Digital Project Management at Tesla.

The summit will be held at Three Rivers Convention Center in Kennewick. Cost is \$65 for the conference. Lunch is also available for an additional charge. To register or for more information, click [here](#).

HEARTS ARE WILD GALA FOR JUNIOR ACHIEVEMENT

October 18 in Kennewick

Junior Achievement of Washington's "Hearts are Wilde" Gala fundraiser will be held Friday, September 28, from 6 to 10 pm at the Three Rivers Convention Center in Kennewick.

The event features a champagne reception, casino style games, special hors d'oeuvres, and wine and craft beer. There will be a silent auction, jewelry raffle, sweet and savory wine pairing station, music and more.

Junior Achievement (JA) of Washington is part of the world's largest organization dedicated to giving young people the knowledge and skills they need to own their economic success, plan for their future, and make smart academic and economic choices. JA's K-12 programs provide relevant, hands-on education in financial literacy, work readiness and entrepreneurship, reaching more than 81,000 students annually throughout Washington and Northern Idaho.

Tickets for the gala event are \$125. Click [here](#) to purchase. For additional information, email jasewa@jashington.org or call 509-783-7222.

QUOTE OF THE MONTH

"There are no traffic jams along the extra mile."

~ Roger Staubach

75TH ANNUAL PACIFIC NORTHWEST PURCHASING CONFERENCE

October 21-23 in Spokane

The Spokane chapter of the Institute for Supply Management (ISM) is hosting the 75th Annual Pacific Northwest Purchasing Conference October 21-23 at Northern Quest Resort & Casino.

The conference includes speakers and educational sessions covering many topics. There will also be many opportunities for networking.

For more information, click [here](#) or call (866) 298-1941.

NOVEMBER 7 DINNER WITH FRIENDS – AND SHAUN WHITE!

Fundraiser for Boys & Girls Club

Dinner with Friends is the local Boys & Girls Club's premier corporate fundraising event. Proceeds from the evening are dedicated to supporting the 3,000+ local youth members served annually.

This year's event will take place Thursday evening, November 7, at the Three Rivers Convention Center in Kennewick. Each year they welcome a celebrity Boys & Girls Club alumni, and this year's special guest will be Shaun White. Shaun is a three-time Olympic Gold Medalist and probably the best-known snowboarder in the world.

For more information about the event, cost, etc., email adrienne.deen@greatclubs.org.

INTERRELATIONSHIP DIAGRAMS – HUH?

Raise your hand if you know what an interrelationship diagram is and how to use one.

An interrelationship diagram is defined as a new management planning tool that depicts the relationship among factors in a complex situation. Per information on the ASQ website, it may also be called an interrelationship diagram, a relations diagram or digraph, a network diagram or a matrix diagram.

It is mainly used to identify logical relationships in a complex and confusing problem situation. In such cases, the strength of an interrelationship diagram is its ability to visualize such relationships. The process of creating an interrelationship diagram can help groups analyze the natural links between different aspects of a complex situation.

Intrigued? To learn more, including when to use one and the basic procedure, click [here](#).

LEADER LAUNCHER - STARTING OCTOBER 8

Wondering how you will keep filling your pipeline of leaders for your growing organization? Has your organization identified emerging leaders?

Leader Launcher (LL) is a new Tri-Cities leadership development experience for growth-minded young professionals and those in, or aspiring to, new leadership positions in their organization. It's for those who want to "level up" their skillset and mindset to become more of a Tri-Cities influencer.

This is an ongoing dynamic program that meets monthly, live or by webinar, consisting of two-hour leadership development seminars that boost one leadership or personal growth competency each month.

The live/in-person sessions are held on the second Tuesday of each month from 3:30-5:30 p.m., and the webinar sessions are released on the second Tuesdays as well -- where participants will learn from Growing Forward Services' leadership coach and trainer Paul Casey (or one of his colleagues) practical tools on a topic, and then make an action plan for application and discussion back at work.

A brief time of creative networking will also be on the live agenda so that participants can form professional relationships with other advancing leaders in different industries. There will also be refreshments at each training—a different fun snack at each meeting.

What makes LL unique? Included and in addition to the monthly training will be a LL LIVE Mastermind group in between the sessions, where those who want accountability and further implementation and problem-solving discussions will meet with Paul Casey for group coaching, more resources, and goal-setting. This is intended to be transformational, not just one-and-done trainings. Training mixed with coaching has been shown to increase transformation by almost 60%.

The investment for growing the competence, creativity, and courage to lead for one or more team members at LL is an introductory offer (good through November 1) of \$199/quarter subscription, or a 12-month subscription of just \$299 (the best value). And an added bonus, if the member is unable to attend one of the live sessions, he or she can send a substitute for no extra cost (only an RSVP is asked).

To test-drive this new Tri-Cities program, the first session - on Tuesday, October 8 from 3:30 to 5:30 pm - is free. It will be held at SIGN Fracture Care in North Richland. Managers or supervisors are encouraged to join with their emerging leader(s) at this event to determine if the program will be an asset in their company's professional development portfolio.

To begin the leadership development journey for your team members, click [here](#) and choose whether you want to sign up your emerging leaders for the quarterly or annual subscription. Once added to the roster, participants will receive monthly email updates on the next session (and other leadership tips), requesting an RSVP for attendance—or delineating who their substitute will be.

SIGN UP FOR myASQ TODAY

A recent check of Columbia Basin ASQ members who have signed up for myASQ shows ... well, it shows that not very many of you have signed up yet. Please take a few minutes and set up a profile there so you can start enjoying the benefits.

For more information about myASQ, here is a [link](#) to a PowerPoint presentation that provides an overview of the platform's features. You may need to log in to myASQ for access.

COLUMBIA BASIN ASQ MEMBERSHIP

There are 85 members in Columbia Basin ASQ as of September 5, 2019.

2019 COLUMBIA BASIN ASQ LEADERSHIP TEAM January 1 - December 31, 2019	
Section Chair	Jo Haberstok
Secretary	Robert Boykin
Treasurer	Kent Ozkardesh
Audit	Stephen Pottle
Membership Chair	Sam Adams
Certification/Recertification	Patrick Faulk
Nominating Chair	Robert Kuhlman
Webmaster	Steve Prevette
Newsletter Editor	Robert Boykin
Publicity Chair (acting)	Jo Haberstok
Programs Chair (acting)	Jo Haberstok
Social Media 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 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 10th of the month.

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.