

**CHAIR'S CORNER**

by Trent Hartman

With the summer season upon us, our section leadership team is preparing for a number of upcoming activities.

First off, we will be beginning the 2022 nominations process for our section's elected leadership in the coming months. Elected officer roles include Chair, Secretary and Treasurer. Other required roles are Membership Chair, Nominations Chair and Audit Chair. More information on this can be found in this month's newsletter – Read on!

I highly encourage anyone interested in serving in one of these roles to reach out to the leadership team soon. This is a fantastic opportunity to get involved with the operation of our local section, learn more about quality and organizational management, network with like-minded individuals, and it also makes an excellent addition to one's resume 😊. I'm happy to answer any questions, so please reach out if you are interested or know someone who may be a good fit!

Secondly, we are halfway through the calendar year and would really like to increase our membership numbers before year-end. As an incentive, we will be holding a drawing for a \$50 Visa prepaid gift card – and all current members who successfully make a referral(s) that results in a new full membership will be entered in the drawing. Each new full member recruited will earn you one entry. There is no limit to the number of entries possible, so more successful recruits means a greater probability of winning! The first drawing will be held toward the end of the summer. Based on participation and results, we may hold another drawing later in the year.

Please contact me at [trenton.s.hartman@gmail.com](mailto:trenton.s.hartman@gmail.com) with any questions you may have or to submit your referral information

Best Regards!

Trent

**Ethics is not about the Other Guy – it is about You!**

submitted by Robert Boykin

Ethics is a system of principles that helps us tell right from wrong and good from bad. Ethics can give real and practical guidance to our lives because we are constantly faced with choices that affect the quality of our lives. The choices that we make have consequences, both for ourselves and for others.

There are many expressions of what ethics is. In a general sense, ethics (or moral philosophy) addresses fundamental questions such as:

- How should I live my life?
- What sort of person do I want to be?
- What are my responsibilities to others?

Ethics is knowing the difference between what you have a right to do and what is right to do.

Here are some examples of common ethical rationalizations to avoid to assist in helping to make the right choices. Keep in mind that ethics is all about your actions and decisions.

Excuse	Reality
Everyone does it.	No, they don't.
The other guy is worse.	Maybe not.
If it's not illegal, it can't be wrong.	Really?
No harm, no foul.	How do you know?
They made me do it.	No one can make you do anything.

A wise person (Henry Kravis) once said, "If you don't have integrity, you have nothing. You can't buy it. You can have all the money in the world, but if you are not a moral and ethical person, you really have nothing."

Be well and be safe.

– Robert

**DATE**

**Wednesday, June 16, 2021**

This is a virtual/online meeting, using the Microsoft Teams platform. Login information will be provided on the registration confirmation email. For information about how to join a Microsoft Teams Meeting, click [here](#).

**Time:**

**6:00pm – 7:30 PM PDT**  
(check website to confirm time)

**Cost:**

**Free for ASQ members and non-members**

To register for this online/virtual meeting, click [here](#).

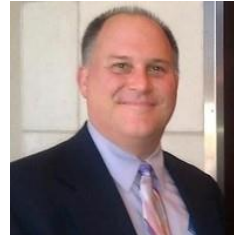
Attendance at this meeting earns RUs toward ASQ recertification.

**Note:** Be sure to use the same email address to join the virtual meeting as you use when registering in order to receive the RUs. You must register for the event and join virtually to receive RUs.

For more information about the San Gabriel ASQ Section 0702, click [here](#).

For more information about our local Columbia Basin ASQ section and future upcoming events: [www.asq614.org/](http://www.asq614.org/).

## Quality in the Packaging Distribution Industry



**Aaron Reddoch**

### **Author and Quality Manager at Orora Packaging Solutions**

Many people look at companies like Orora, Veritiv, Transpak, and Uline and think that for a packaging company that size they must have a tremendous quality department and an army of inspectors.

Well, think again. In the packaging industry you are basically looking at pure distribution. These types of companies buy, store, and sell, and in most cases do no manufacturing. They have anywhere from tens of thousands to hundreds of thousands of items they deal with and thousands of suppliers. Quality in the packaging distribution industry includes quality metrics, supplier quality, product quality and more. These companies are supplying the medical, pharmaceutical, food and electronics industries, all of which have some very strict requirements.

So, what do they do? How does it work at a packaging company when they don't manufacture anything? What does that ISO 9001:2015 certificate stand for?

We'll look at life inside the quality department of a packaging company and see what metrics they use to manage their business. How do they onboard and manage suppliers? How is product quality ensured? We will also look at a case study of what happens when something does go wrong and how to get things back on track.

*About the Speaker: Aaron Reddoch is currently the Western Region Quality Manager for the Landsberg distribution division of Orora Packaging Solutions. He has been with Orora for almost 14 years and has held many positions including Process Improvement Engineer, Purchasing Manager, Customer Service Manager, Quality Engineering Manager, Operations Manager, and Product Merchandiser across five different business units. He has relocated from Long Beach to San Antonio, back to Long Beach, and now to Minden, Nevada as he has taken on the challenges of various roles with the company.*

*Aaron is a past Treasurer, Certification Instructor, and guest speaker for the ASQ 0701 Orange Empire section, where he was very active until moving to Texas. He is now back in Quality and becoming more involved in ASQ again.*

## JUNE MEMBER GIFTS: MEMBER BENEFITS AND RESOURCES

ASQ is committed to finding ways to help members succeed and continuously learn new things. There are many resources and tools you can use to have an impact and make a difference in your ongoing pursuit of becoming a more efficient, effective, and valued quality professional.

This month's free gifts showcase the vast array of benefits and resources you have access to as an ASQ member:

**Peer-Reviewed Magazines and Journals** – Access ASQ magazines and journals [here](#), and remember, you can easily access the digital versions of [Quality Progress](#), [Quality Management Journal](#) and [Journal of Quality Technology](#)

**Monthly Member Gifts** – New resources are available on the first of each month and can be quickly accessed [here](#)

**E-Books and E-Book Samplers** – Topics include digital transformation, statistical methods, organizational excellence and more

**ASQ Webcasts** – Over 150 webcasts are available [online](#), with the latest ones covering lean, healthcare quality and innovation

**Career Resources** – Articles, industry reports, and a full [career center](#) with up-to-date job postings

**ASQTV** – Videos provide brief introductions to quality topics and best practices from leaders and experts in the field; click [here](#) to see what is available

**The new ASQ Mobile App** – Stay updated on quality news, send messages to your network and access resources with the free [app](#)

**Ask the Standards Experts Blog** – Submit your questions about quality standards, and learn from experts

But wait...there's more! Click [here](#) to access all these free gifts (and more!) through June 30.

## ASQ'S 75<sup>TH</sup> ANNIVERSARY MONTAGE

During the World Conference on Quality & Improvement (WCQI) last month, attendees took a look at ASQ's history, the current state of the Society, and a look into the future.

You may not know much about the history of ASQ – check out this short [video](#) to learn more.

Happy Anniversary, ASQ!



## COLUMBIA BASIN ASQ RECOGNIZED FOR 2020 ACCOMPLISHMENTS

### May 21 Message from the ASQ Performance Excellence Program (PEP) Committee

On behalf of the Performance Excellence Program (PEP) committee, we want to thank you for all the hard work your leadership team provided to your Section members this past year (CY 2020), as well as ASQ.

We are pleased to announce that the Columbia Basin Section has received the Honorable Mention award recognition for 2020. Measures included in the 2020 award program were:

- Contributions to ASQ thought leadership, as measured by myASQ content postings
- Member Engagement and Experience, as measured by myASQ activity and member increases
- Fiduciary responsibility, as measured by adherence to budget
- Achievement of business plan objectives, as measured by self-reported progress on business goals and targets

Again, congratulations to everyone at the Columbia Basin Section for your achievements. We are proud of your service to ASQ and continue to look forward to what is ahead from your members.

With great thanks from The PEP Committee

NOTE: Many thanks to our 2020 section leadership team for their efforts - creating and implementing the annual business and budget plans, researching information and publishing the monthly newsletter, and planning and promoting meetings and other activities throughout the year.

Also, congratulations to the Spokane, San Gabriel, and Central California ASQ Sections for earning Silver awards. Only four sections in the Pacific Region earned PEP recognition for their 2020 accomplishments.

## MISTAKES ORGANIZATIONS MAKE WITH PERFORMANCE EXCELLENCE

### ASQTV On-Demand Video

Is your organization thinking about applying for a quality or performance award, such as the Baldrige, ASQ's International Team Excellence Award, or a similar one? If so, be cautious about how it is announced to team members and about ensuring adequate time is allotted to properly prepare and apply. A typical Baldrige Award recipient has been working for many years to get ready, to ensure the organization's processes and initiatives are aligned and to ensure stakeholder involvement and team member engagement.

In this 10-minute [video](#), Paul Grizzell, co-author of *Insights in Performance Excellence*, discusses performance excellence model challenges, the five stakeholder groups, and additions to the *Insights to Performance Excellence* book.

## CALL TO ACTION: 2022 SECTION ELECTIONS

Do you want to see our Columbia Basin ASQ section continue to grow and flourish in 2022? Would you like to help plan programs and community outreach events? We are looking for members to help us grow - with new and innovative ideas!

Since we have not been able to meet in person for a while, we have been fortunate to be able to participate in several other sections' virtual meetings, and we continue to encourage everyone to participate in these great opportunities.

It may seem early, but it's time to start thinking about 2022. We will start working on our 2022 business and budget plans soon, and we also need section members willing to commit a few hours each month to serve in the very important – and required – 2022 positions of Section Chair, Treasurer, Secretary, Membership Chair, Nominations Chair and Audit Chair.

Please take some time to think about stepping up to help out in the coming year. If you have questions about a position that you might be interested in, please contact any of our current leadership team members or send an [email](#) and we will be happy to get back to you with more information.

## UPCOMING CERTIFICATION EXAMS

Have you decided to add to your resume (and knowledge base) with an ASQ Certification? Good for you!

Certifications are a great way to help advance your career, improve your organization, and prepare you to be a more accomplished and effective quality-focused professional. And, if you are already an ASQ member, you can also save a little money, too, since one of the member benefits is \$100 off the usual (non-member) cost for each exam.

Applications are now being accepted for the following exams scheduled for August 1-31, 2021. The application deadline is July 4.:

- CQA (Quality Auditor)
- CQE (Quality Engineer)
- CQIA (Quality Improvement Associate)
- CSQE (Software Quality Engineer)
- CSSGB (Six Sigma Green Belt)
- CQPA (Quality Process Analyst)
- CCT (Calibration Technician)
- CPGP (Pharmaceutical GMP Professional)

Click [here](#) to sign up or for more information.

## QUOTE OF THE MONTH

“Everybody is a genius. But if you judge a fish by its ability to climb a tree, it will live its whole life believing it is stupid.”

~ attributed by many to Albert Einstein

## APPLICATION OF STATISTICAL PROCESS CONTROL DASHBOARD METRICS TO IMPROVE BUSINESS RESULTS

### Steve Prevette Presentation - HPRCT Virtual Webinar

This May 27 webinar is now available on-demand [here](#). If you are familiar with Deming's Red Bead Experiment, you know how interesting and educational it is. If not, you are in for a treat.

**Abstract:** Dr. Deming's Red Bead Experiment simulation will be used in an interactive demonstration “beyond the beads.” Excerpts from a session Steve ran at Hanford will be used to set the scene. Together, we will determine if the process is capable of achieving business goals. We will set in place various improvements and determine their effects. Using a color-coded SPC dashboard, we will track and display results of various actions on the simulated process. During the session, we will develop “leading indicators” to understand employee engagement and implementation of improvement actions.

**About Steve:** An advocate of Dr. Deming's management methods, Steve applies Statistical Process Control (SPC) to performance metrics. He is an ASQ Fellow, an ASQ Certified Quality Engineer, and currently serves as Columbia Basin ASQ's Webmaster.

## ORGANIZATIONAL LEADERSHIP AFTER CRISIS

### Lucas OPT On-Demand Video Roundtable Discussion

In this continuing education episode, team members from Lucas OPT discuss their experiences with leading before, during and after a crisis. Whether you work in the ESH&Q space, education space, paper & pulp space, manufacturing or energy spaces, this discussion will likely make you stop and look at your internal metrics.

To access the video on YouTube, click [here](#). For more information about Lucas OPT, visit their [website](#).

## QUALITY TOOLS – WITH FOCUS ON PARETO AND SCATTER ANALYSES

June 15 from 6:00 pm to 7:30 pm PDT

The Spokane ASQ section invites others to share examples and join the discussion about quality tools on June 15. They will focus primarily on Pareto Analysis and Scatter Analysis.

To join the meeting, just go the meeting via this [link](#) on June 15 prior to the meeting start time, using meeting number (access code) 127 836 6527, and password AkyPkf2ZP53. You can also join from a mobile device, using +1-877-668-4490,1278366527## (toll-free).

## LEADING INCLUSION AND DIVERSITY

### Virtual SHRM Meeting June 16 at 12:00 pm PDT

There is no question that today's consumers make decisions about who they'll do business with - and who they'll work for - based on an organization's demonstrated values and priorities. We all know that Inclusion and Diversity (I&D) is a good thing. We know it leads to innovation and better outcomes. But we don't always know where or how to begin.

The June 16 virtual meeting of Columbia Basin Society for Human Resource Management (SHRM) features Dr. Jen O'Ryan. She is an author, speaker, and I&D strategist. She will share the top things to start (and stop) doing right now, and other information, including:

- Practical guidance on safely and effectively designing I&D initiatives, things to avoid, and strategies to bring others along on the journey
- Actions that can be taken with little to no budget, and how to influence change as an individual
- Common themes around why initiatives with the best intentions can sputter out or fail

Cost for the Zoom meeting is \$20. For more information and to register, click [here](#).

## WHAT'S FOR LUNCH? FOOD DRIVE THROUGH JUNE 21

### Help Second Harvest and the Local Community

Food insecurity reached a 20-year low in America in 2019 – but then COVID hit, and the number of people facing hunger rose to more than 42 million, including 13 million children. Food banks nationwide saw a 55 percent increase in demand. About 40 percent of those seeking assistance from March and June of 2020 had never needed to use a food bank before.

Second Harvest knows there is no “one size fits all” solution to hunger. That's why they use a variety of strategies to get food to people who need it. They make sure their services are innovative, collaborative and practical to best meet the needs of the communities they serve.

Join Yoke's Fresh Markets and Second Harvest for the “What's for Lunch” food drive going on now through June 21 at participating Yoke's Fresh Market locations. Yoke's will have \$5 and \$10 bags for purchase at the store or online. Donations of food and funds are also accepted.

Online donations are also accepted [here](#). Summer can be an especially challenging time for kids who rely on school meal programs to get enough to eat. Your donations will help bring food and hope to families facing hunger in our community.

## BUILDING A CULTURE OF INNOVATION

### Free Virtual Meeting June 30 from 6:00 pm to 7:30 pm PDT

What does it really mean to create a culture of innovation? The innovation culture definition most often used in business centers on companies that invite unorthodox thought. Such firms recognize that creating a culture of innovation is paramount since it is only through the freedom of thought that a team can exercise full creativity in problem-solving. Innovation doesn't just happen – it has to be built.

Carlos Escapa will be the featured speaker at the June 30 virtual meeting of the San Francisco ASQ section. Carlos is an IT business executive who specializes in building global operations for technology companies. He is currently with Facebook AI research, leading business development for PyTorch, an open source Deep Learning library that powers AI applications.

Sign up [here](#) for the meeting and learn how companies build organizations and define a corporate culture that encourages the generation of new ideas and the constant improvement of existing products and services. This presentation draws ideas from Facebook, Amazon and Open Source projects.

## SPOTLIGHT ON QUALITY'S EMERGING YOUNG PROFESSIONALS

### Nominations due by June 30

ASQ's Quality Progress publication is now accepting nominations for a feature in *Quality Progress* showcasing individuals under age 40 who are the talented quality leaders and trailblazers of tomorrow—individuals who are pushing boundaries and making a difference in quality. Sometimes they're easy to recognize, and sometimes they fly under the radar.

If you know someone who qualifies, or if that someone is you, please consider submitting a nomination.

**Eligibility:** Nominees must be 40 years of age or younger and display professionalism, potential and a passion for quality. ASQ membership is not required, but participation in professional associations is considered. Nominees from any discipline will be considered.

**Selection:** Nominees will be selected based on their professional accomplishments, demonstrated leadership and industry/community contributions.

- Personal story: Who the nominee is, background, education. Honesty and dedication in serving the public, their employers, customers, and clients.
- Professional achievements: How does the nominee strive to increase the competence and prestige of the quality profession?
- Community impact: How does the nominee use his/her knowledge and skill to enhance human welfare, or give back as a volunteer?

If you would like to nominate a young professional to be recognized in the November edition of QP, click [here](#) for the form to complete and submit by 11:59 pm CDT on June 30. Editors will review the submissions and may contact you with any follow-up questions or requests for additional information, if needed.

## THE NEW SCHOOL FOR KIND LEADERS

The New School for Kind Leaders was created to help individuals practice acting, speaking and thinking kindly. These are the Three Key Practices and Behaviors in Karyn Ross's book *The Kind Leader: A Practical Guide to Eliminating Fear, Creating Trust and Leading with Kindness*.

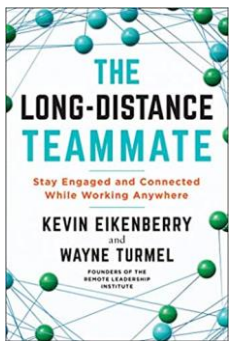
The School's Purpose: Teaching everyone how to lead with kindness to create a kinder world at work, at home and in the community

Each of The New School for Kind Leaders' classes, workshops and learning experiences are designed to:

- Help you become a Kind Leader through active practice
- Focus on 'the means' - the how - of leading with kindness so that you feel confident in your abilities
- Create the connection and community needed to give you the strength and courage to lead with kindness

With a focus on cooperation and kindness, not competition, students won't be graded on their results or have progress compared against others. Everyone is starting in a different place, and the way to become a Kinder Leader is to practice - which is what The New School for Kind Leaders is all about.

Click [here](#) for more information and to sign up for their newsletter, to receive practice tips on leading with kindness and to be kept informed about future learning opportunities and other events.



### THE LONG-DISTANCE TEAMMATE: STAY ENGAGED AND CONNECTED WHILE WORKING ANYWHERE

Book by Kevin Eikenberry & Wayne Turmel

Even before the coronavirus hit, remote work was growing at nearly 30 percent per year, and now it's just a fact of life. There are many millions of people who once worked at a central

location every day who now find themselves facing an entirely new way of working.

Written by the founders of the Remote Leadership Institute, this book is a great resource for helping remote workers get work done effectively, build relationships that are both productive and satisfying, and maintain a career trajectory when they are not in constant close contact with their leaders, coworkers, or the organization in general.

*The Long-Distance Teammate* tackles three important issues: navigating the personal and interpersonal, growing the skills to be productive, and communicating effectively--all from a distance. There is a big difference between working at home and being an effective member of a team. This practical guide describes that difference and allows you to be a great remote teammate.

Cost for this 224-page paperback book is \$13.49. Click [here](#) for more information.

## COLUMBIA BASIN ASQ MEMBERSHIP

There are currently 65 members in Columbia Basin ASQ.

2021 COLUMBIA BASIN ASQ LEADERSHIP TEAM January 1 - December 31, 2021	
Section Chair	Trent Hartman
Secretary	Denise Clements
Treasurer	Lyn Griswold
Membership Chair	Robin Dowsett
Audit Chair	Denise Fast
Nominating Chair	Emily Wilson
Webmaster	Steve Prevette
Newsletter Editor (acting)	Robert Boykin
Publicity Chair (acting)	Jo Haberstock
Programs Chair	Vacant
Voice of the Customer Chair	Vacant
Education Chair	Vacant
Social Media 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 5th 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.