

WCQI 2022 - RECAP

by Jo Haberstk

The World Conference on Quality & Improvement (WCQI) is the premier conference offered annually by ASQ. While last year's conference was only offered virtually due to COVID restrictions, the 2022 event was hybrid, with both in-person (in Anaheim) and virtual attendance options.

I have participated in WCQI in person many times in the past. Lots of great memories, a lot of learning and sharing and networking, and a lot of fun times! This year I signed up to attend virtually. It was a bit of a disappointment, as ASQ offered only the daily keynote presentations, a video showcasing the International Team Excellence Award recognition and recipients, and the annual member meeting as "live" events. Also, on the first day of the conference, there were a lot of technical difficulties, which resulted in many virtual attendees, myself included, not being able to successfully log in to the sessions.

My favorite keynote presentation (presented live) was Heather McGowan's talk titled "The Future Company: Culture and Capacity." I found it very thought-provoking and interesting. Heather, a strategic consultant and best-selling author, is clearly passionate about this topic. Although access to the WCQI presentations is only available to those who attended, I did a little searching online and found a YouTube video of Heather presenting some of the same information at another conference. Check it out [here!](#)

ASQ did offer a few of the other educational sessions as "on-demand" videos. Unfortunately, almost none of the sessions I had hoped to see were offered. And, watching a pre-recorded session is definitely not anywhere near the same as experiencing a presentation live and being able to partake in Q&A following the talk. That said, I did watch some of the on-demand sessions, and I found a few that were well-presented - and I learned a few new things, too. Some of the sessions I especially enjoyed were:

- ✓ The Importance of Quality Soft Skills in Industry 4.0 (Lance B. Coleman)
- ✓ The New Normal: The Basics of an Effective Remote Audit (Ernest Blanchard)
- ✓ The Beginner's Guide to Problem Solving with Big Data (Scott Sterbenz)
- ✓ Disruptive Innovation – Accelerating the Speed of Enterprise and Scaling Agilely (Rhonda Farrell)

All ASQ members and attendees of the 2022 WCQI may purchase session recordings at this time. They will be available for general public purchase on June 18. Cost is \$99 for ASQ members; \$149 for non-members who attended WCQI; \$399 for the general public. Click [here](#) for more information or call ASQ Customer Care at 800-248-1946.

What Makes a Good Leader? Six Essential Qualities to Learn

(extracted from a Walden University resource article)

In today's fast-paced, technology-driven world, strong leadership is more important than ever. But what makes a good leader? And how does strong leadership impact the workplace? Some of the answers - from avoiding popularity contests to advancing your education through a management degree program - may surprise you.

1. They communicate clearly. Managing a group, especially in the workplace, starts with good communication. Whether writing an e-mail or providing face-to-face employee feedback, good leaders say what they mean and mean what they say. They're not passive-aggressive, nor do they shy away from addressing challenges in a direct manner.

2. They keep their minds open. Another characteristic of a good leader is remaining receptive to new ideas. Instead of resisting change, good leaders are flexible and highly adaptable. They're approachable, and they welcome opinions different from their own.

3. They're positive and encouraging. Good leaders are uplifting. They praise employees for a job well done, taking time to coach and train if there are lapses in performance. In good times and bad, good leaders bring out the best in their employees by encouraging them to be their very best.

4. They work for their employees. Managers may answer to higher-ups, but good leaders know their real mission is to ensure their employees have the resources to do their jobs as efficiently and effectively as possible - and to provide the direct support they need to thrive in the work environment.

5. They build relationships. The ability to form productive connections is a key quality of a good leader. Strong managers aren't threatened by others. Instead of guarding their territory, they're constantly building bridges with others. A good leader knows the value of mutually beneficial relationships and actively seeks them out.

6. They never stop learning. Perhaps the most important characteristic of good leaders is that they're continuous learners. They put their education first, whether through formal learning like building their skills through management degree programs or through day-to-day attention to other departments and roles. A good leader always wants to know more.

"Leadership is all about people. It is not about organizations. It is not about plans. It is not about strategies. It is all about people – motivating people to get the job done. You have to be people-centered."
– Colin Powell

Be well and be safe.

~Robert

Invitation from ASQ Portland/Vancouver Section June 14, 2022 Virtual Meeting

DATE:

Tuesday,
June 14, 2022

Don't Just Manage Change, Inspire Change

This is a virtual/online meeting. Log-in information will be provided on the registration confirmation email.



Time:

6:00 pm – 7:00 pm PDT
(check website to confirm times)

Chris Spranger, CEO Spranger Business Solutions

Cost: Free for ASQ members and non-members

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

Attendance at this meeting earns 0.5 RUs toward ASQ recertification.

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

The Portland and Vancouver (WA) ASQ sections recently merged. For more information about their sections, click [here](#).

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

All good leaders understand that without change there is no improvement, and yet so many change efforts fail not because the wrong tool or approach was used, but because there was no clear roadmap and intentional action to make the change successful. To make matters worse, many organizational leaders feel unsure, unprepared, and even “lost” when it comes to executing a change effort.

In this session, Chris will demonstrate a process for assessing which elements of effective change are missing in *your* improvement efforts, and the specific targeted strategies to enable a smooth implementation of change. This process can be applied to any change effort, from a specific project to a full deployment. Learn more about:

- The key difference between managing change and inspiring change
- How to identify the symptoms of ineffective change and know exactly what is causing them (these are often different from project to project)
- How to craft an Inspiring vision for your change that people will want to follow
- The four essential things you need to communicate to build engagement right from the beginning

About the speaker: Christopher Spranger is the owner and CEO of Spranger Business Solutions, a management consulting firm that specializes in helping businesses utilize Lean Six Sigma to save time, money and develop a culture of continuous improvement. He is an ASQ Certified Six Sigma Master Black Belt with almost 20 years of experience improving manufacturing, health care, service, construction, government, and transactional businesses. Chris earned a bachelor's degree in Industrial Engineering from the University of Wisconsin - Platteville and an MBA in Finance and Management from the University of Wisconsin - Whitewater. He has trained and coached hundreds of people on Lean Six Sigma improvement methods and has developed and taught course curriculum on Lean Six Sigma at the collegiate and technical college level. Chris is a past chair of ASQ Section 1218 and is a current board member for the United Way of South Wood & Adams Counties and the Boys & Girls Club of the Wisconsin Rapids Area.

Invitation from ASQ Indianapolis Section June 14, 2022 Virtual Meeting

DATE:

Tuesday,
June 14, 2022

This is a virtual/online (Zoom) meeting. Log-in information will be provided on the registration confirmation email.

Time:

2:00 pm – 3:30 pm PDT
(check website to confirm time)

Cost: Free for ASQ members and non-members

To register for this Zoom meeting, click [here](#).

Attendance at this meeting earns 0.5 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 Indianapolis ASQ Section 0903, click [here](#).

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

Applying Lean and Six Sigma Concepts to Your Compliance Program Audit: Seeing the Trees *and* the Forest



Amber Nicole Ying, Esq. Attorney and Regulatory Compliance, Ethics and Data Privacy Professional

This presentation will explore how incorporating lean and six sigma concepts, including but not limited to the Kaizen event, the SIPOC (suppliers, inputs, processes, outputs and customers) diagram, process mapping, and the DMAIC (define, measure, analyze, improve and control) principle, can lead to an easily applicable, effective, and leadership-supported compliance program.

In June 2020, the United States Department of Justice (DOJ) Criminal Division published updated guidelines for evaluating the effectiveness of corporate compliance programs, looking at three key areas:

- Is the program well designed?
- Is the compliance program adequately resourced and empowered to function effectively?
- Does the compliance program work in practice?

Meeting attendees will gain an understanding of how lean and six sigma concepts may be utilized to assess whether their policies and procedures align with the DOJ guidelines.

About the speakers: Amber Nicole Ying, Esq., is a native of Indianapolis, Indiana. She earned her Bachelor of Arts degree from the University of Michigan at Ann Arbor and her Juris Doctor from the Indiana University Robert H. McKinney School of Law. She is admitted to practice law in the states of New York and Indiana. As Director and Special Counsel, Compliance and Ethics with the Indiana Department of Revenue, Amber stays current on IRS regulations and state tax and ethics laws, provides advisory opinions to agency staff, audits business units for compliance risks and recommends sound mitigation and proactive actions. She is ASQ certified in Lean Six Sigma Yellow Belt.

FREE JUNE MEMBER GIFTS

Member Gifts are an exclusive benefit for all ASQ members. Each monthly gift bundle addresses a specific quality hot topic, method, or tool and can include dozens of valuable resources from ASQ's vast and ever-growing knowledge repository.

At the time this newsletter was finalized, information was not yet available about the June member gifts, although the ASQ website states that the resources are to be available on the first business day of the month.

Here is the [link](#) to use to access the June gifts, which will, hopefully, be available soon.

ASQ CERTIFICATIONS EARN INTERNATIONAL ISO/IEC 17024 ACCREDITATION

ASQE recently earned accreditation by the American National Standards Institute (ANSI) National Accreditation Board against the International Organization for Standardization (ISO) 17024. ASQ's quality-based certifications are the only quality industry certifications to earn such global recognition by ANSI, which separates ASQ from the competition and distinguishes quality professionals.

This accreditation indicates that the following ASQ quality certifications have achieved the most respected and internationally accepted standards for personnel certification bodies:

- Certified Quality Engineer (CQE)
- Certified Reliability Engineer (CRE)
- Certified Manager of Quality, Organizational Excellence (CMQ/OE)
- Certified Quality Auditor (CQA)
- Certified Six Sigma Black Belt (SSBB)

Accreditation is a formal, independent verification where a program or organization meets established quality standards and is competent to carry out specific conformity assessment tasks for Certification. ISO/IEC 17024 sets the requirements and the framework, at a global level, for the operation of personnel certification bodies.

ASQ and ASQE collectively empower the world to achieve excellence through quality. ASQ was founded in 1946. Since 1968, ASQ has been a global leader in quality certification. ASQE was founded in January 2020 as a trade association whose mission is to set the standard for quality-driven offerings and insights worldwide, by focusing on organizations and inspiring the organizations it serves to achieve excellence. ASQE provides expertise, insights, thought leadership, networks and solutions to a global membership of organizations and their affiliated individuals representing more than 130 countries.

For more information about ASQ certifications, click [here](#).

UPCOMING CERTIFICATION EXAMS

Have you decided to add to your resume (and knowledge base) with an ASQ Certification? If so, 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. If you are an ASQ member, you can also save money, 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. The application deadline is July 5.

- 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 register for one of these exams or for more information. For more about ASQ membership (and to join and save on certification fees!), click [here](#).

QP (QUALITY PROGRESS) MAGAZINE ONLINE

Do you know that ASQ members can access the digital version of *QP* online every month? The June issue includes:

In the Wake: ASQ survey shows how job seekers and employers alike leverage online tools and new credentials to navigate a sometimes choppy, challenging job market created by COVID-19.

The Perfect Pairing: Data visualization should be part of any analysis project. It plays a key role in unlocking the value of data and can help you tell the story of the data. But, considering the variety of tools available to convey information, how do you choose the right tool?

Ripe for Disruption: Healthcare organizations must reduce costs and elevate quality to thrive in today's world of continual change. Price transparency and basic supply and demand challenges have accelerated disruption. A healthcare organization's longevity now depends on its ability to adapt to change and meet customer expectations.

Click [here](#) to access the current issue.

NEW myASQ SECTION DEDICATED TO ASQ LEARNERS

ASQ recently announced an additional benefit of myASQ membership, with the opening of a new discussion section dedicated to anyone enrolled in an ASQ course. In this myASQ area, learners can post their technical and content-specific questions or ideas, and interact directly with Subject Matter Experts in the community!

- Enrolled in an ASQ course, and have a question that requires a specialist? Sign into myASQ, then go to the appropriate course topic under the [Learner Support section](#), and search previous posts for the answer. Not there? Go ahead and create a new post, and you will be notified when someone responds.
- See a question that you can answer? Great! The myASQ community is built on active participation and people like you.
- Have a question unrelated to the course topic? ASQ's friendly Customer Care team is just an email away at help@asq.org.

WHAT IS FLAG DAY?

(from the History website)



When the American Revolution broke out in 1775, the colonists weren't fighting united under a single flag. Instead, most regiments participating in the war for independence against the British fought under their own

flags. In June of 1775, the Second Continental Congress met in Philadelphia to create the Continental Army - a unified colonial fighting force - with the hope of a more organized battle against its colonial oppressors. This led to the creation of what was, essentially, the first "American" flag, the Continental Colors.

For some, this flag, which was comprised of 13 red and white alternating stripes and a Union Jack in the corner, was too similar to that of the British. George Washington soon realized that flying a flag that was even remotely close to the British flag was not a great confidence builder for the revolutionary effort, so he turned his efforts toward creating a new symbol of freedom for the soon-to-be fledgling nation.

On June 14, 1777, the Second Continental Congress took a break from writing the Articles of Confederation and passed a resolution stating that "the flag of the United States be 13 stripes, alternate red and white," and that "the union be 13 stars, white in a blue field, representing a new constellation."

Over 100 years later, in 1916, President Woodrow Wilson marked the anniversary of that decree by officially establishing June 14 as Flag Day.

For more information, including some very interesting facts about "Old Glory," click [here](#).

PRACTICING AS SHERLOCK HOLMES: PROCESS OF ELIMINATION IN ROOT CAUSE ANALYSIS

June 8 Palomar ASQ Meeting at 6:30 pm PDT

"You know a conjurer gets no credit when once he has explained his trick; and if I show you too much of my method of working, you will come to the conclusion that I am a very ordinary individual after all." This line is from Sherlock Holmes in *A Study in Scarlet*, by Sir Arthur Conan Doyle.

Sherlock Holmes is the most famous practitioner, real or fictional, of the process of elimination. His and Dr. Watson's methodologies provide insights into how we can apply his process of elimination. While the concept is simple, the implementation demands more than ordinary practices and mindset.

This presentation from Keith Fong, ASQ Greater El Pasco Section Chair, is based on 20 years of executing, teaching, and coaching the process of elimination in root cause analysis at a Tier 1 automotive supplier in various functional areas including manufacturing, engineering, validation testing, and warranty. He will discuss what it takes both conceptually and practically to successfully apply the process of elimination, including how to document the investigation to effectively communicate status within and beyond the team.

For more information and the Zoom link for the meeting, email [Valerie](#). Networking will begin at 6:00 pm, with the presentation slated for 6:30 pm.

UNCERTAINTY/RISK: THE FUTURE OF WORK AND QUALITY

June 16 Delaware Section meeting 3:00 pm to 4:30 pm PDT

Why is there so much uncertainty in today's environment? How does this impact the quality profession?

This meeting features Greg Hutchins, PE CERM, who will share insights on our current work environment. Often, external conditions are uncertain and may disrupt internal processes in unknown and even unknowable ways. Volatility, uncertainty, complexity and ambiguity – all contribute to the ongoing challenges of quality professionals.

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

QUOTE OF THE MONTH

"The world is full of kind people. If you can't find one, be one."

~ Author Unknown

ASQ STORYTIME

June 21 Virtual Event from 5:00 pm to 8:00 pm PDT

Join other ASQ members on June 21 for ASQ Storytime – a fun story share where everyone is invited to share their stories as a quality professional. This is being hosted by ASQ's Team & Workplace Excellence Division.

Stories may either be free-style or in paced-slide style on the themes of "Driving out Fear" or "Quality Life After the Pandemic." Two to five minutes is the ideal length.

Prizes (books) will be awarded for the best stories (voted by participants) in each style category, for funniest, education, and "the thing I will use tomorrow."

To register for the June 21 event, either to present or just to listen, click [here](#). For additional information about this or if you would like to present in the future, contact [Norm Howe](#).

SIX THINGS LEADERS ARE DOING TO GET EMPLOYEES ENGAGED

Free On-Demand Webinar from HRDQ-U

Employee engagement is a major problem in many organizations. According to a global survey cited by Forbes, less than one quarter of employees are highly engaged and 39% are moderately engaged. Low levels of engagement among employees contributes to decreased customer satisfaction, slower revenue growth, high turnover, high absenteeism rates, and a myriad of other issues that negatively impact day-to-day operations as well as the bottom line.

Unfortunately, there is a missed opportunity for organizations to leverage their leaders to boost engagement. There are many reasons *why* employee engagement might be low. However, one of the biggest issues is leadership. As noted in a Business Insider article, "people don't leave jobs; they leave managers." The behaviors and actions of those in leadership positions have a direct impact on employee engagement.

What can the leaders in *your* organization do to get and keep employees engaged? Join expert Rick Lepsinger, President of OnPoint Consulting, for one-hour of free learning as he shares his expertise. Click [here](#) for more information and to access the webinar.

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 <https://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.

ASQ SEMINAR AT SEA – PROFESSIONAL DEVELOPMENT CRUISE

Cruise the Caribbean – October 9-16

Sponsored by ASQ Human Development & Leadership Division and hosted by the Greater Fort Worth ASQ Section

Background: In 2002 John Breckline, Fort Worth Section, was asked, "Doctors do it, why don't we?" He asked for some clarification, and the member said, "Do professional development on a cruise." John's response was, "Let me look into it."

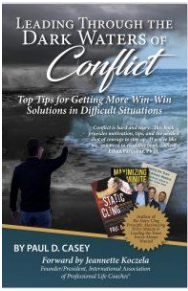
In 2003, Fort Worth offered their first ASQ Cruise. It was a section-sponsored activity, a 4-day cruise out of Galveston on Carnival. It was inexpensive and close to home to keep costs down. There were 17 members and guests in 9 cabins. It was declared successful, and many asked, "When is the next one?"

Fort Worth did their second cruise in 2005, similar to the first, doubling participation with many repeat cruisers. In 2007 they decided to do a 7-day cruise, but with costs going up, the participation went down. Not discouraged, in 2008 they organized a "Texas Cruise," engaging four ASQ sections and filling 46 cabins with 96 members and guests. Buoyed by that success, and time for a change... they booked Alaska in 2010, but again had a drop in participants due to the extra cost of the cruise and airfare to Seattle. Their 2014 cruise was a joint venture with ASQ's Human Development & Leadership (HD&L) division, back to Galveston, with 28 participants in 14 cabins.

Good news - the cruise is back on again this year!

The Program: It's a surprise! Well, at least to some degree. The HD&L planners try to offer as much variety as possible in the days at sea. They do not pay the costs of the cruise for speakers, but seek topic content that will appeal to a wide audience, like leadership and general personal growth, with a spattering of more specialty topics. With sufficient participation and conference room, they plan for two concurrent topics. This permits the scheduling of 60-to-90-minute morning presentations (3 hours total). There is a break for lunch and then everyone reconvenes, opening the sessions to small discussion groups that focus on personal or common theme issues. There is much less structure and sometimes the discussions take place in the lounges over afternoon drinks. In ports (three days), there are no group presentations. Everyone is encouraged to take shore excursions (additional cost), go off on your own, or just relax on a nearly-empty ship. It's your choice, with no structured ASQ activities. Hours of ASQ participation are tracked, and RU credits are earned for participation. The cruise is open to everyone, not just ASQ members, and conference participation is not required (guests are charged a lower fee).

More information about the October cruise, including pricing and ports of call, is available [here](#). Reservations are still being accepted at this time. Questions may be directed to [John](#).



LEADING THROUGH DARK WATERS OF CONFLICT: TOP TIPS FOR GETTING MORE WIN-WIN SOLUTIONS IN DIFFICULT SITUATIONS

Book by Paul D. Casey

There is a new book out by Paul Casey!

Paul is the owner of Growing Forward Services and a well-known professional speaker and organizational and life coach. Many of our members know Paul, as he has presented at several section meetings in the past - on topics ranging from time management to teamwork to leadership. Paul also hosts the [Tri-Cities Influencer Podcast](#), which showcases leaders making a difference in their organizations and beyond.

Paul's latest book, *Leading Through the Dark Waters of Conflict*, provides proven techniques and tips to help deal with conflict. Key topics include:

- The Necessity of Confrontation
- Your Default Conflict Style
- Preparing the Conversation
- Starting the Conversation
- Continuing the Conversation
- Approaching Different and Difficult People

Cost is only \$12 (plus shipping) on the Growing Forward [website](#).

VOLUNTEERS NEEDED – CHAPLAINCY HEALTH CARE

The team at Chaplaincy Health Care focuses on the entire person – their physical, emotional and spiritual needs. They guide, comfort and care for people experiencing serious illness, end of life, loss, and grief. As a nonprofit organization serving the Tri-Cities area, they are always looking for volunteers to help with various activities.

Volunteer work can be an extremely rewarding experience, especially when you choose to share your time and talents with patients, families and staff at Chaplaincy Health Care. Whether you choose to work one-on-one with patients and families in their homes, support the Hospice House or help grieving children and teens through their healing process, you can play an integral role in helping serve others with quality physical, emotional and spiritual care.

- Comprehensive training is provided
- Your schedule is up to you, based on the amount of time you have to give
- Monthly support meetings are offered to share and connect with other volunteers

Learn more about volunteer opportunities [here](#).

2022 COLUMBIA BASIN ASQ LEADERSHIP TEAM January 1 - December 31, 2022

Section Chair	Denise Fast
Secretary	Denise Clements
Treasurer	Emily Wilson
Membership Chair	Robin Dowsett
Audit Chair	Steve Prevette
Nominating Chair	Trent Hartman
Webmaster	Steve Prevette
Newsletter Editor	Robert Boykin
Publicity Chair	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 3rd of the month.

