

## CHAIR'S CORNER – Key Elements of Technical Reports

by Denise Fast

I hope you are all enjoying our warm summer weather.

I recently attended a Process Engineering meeting on “Key Elements of Technical Reports” presented by Jacob Reynolds. The speaker expressed the importance of adequately communicating the message and accurately reporting the information you are presenting to the audience when writing technical reports.

The use of tools is to assist on ensuring the right questions are being answered, reasoning for performing the technical report, justification and explanation for the questions to be answered, and an explanation of the results. The presentation included the following checklist, which I wanted to share with the ASQ community.

“Key Elements of a Technical Report: Checklist” from Jacob Reynolds

1. Describe the question(s) to be answered by the report (sometimes called an Objective)
2. Provide a derivation of that question; explain where the question came from
3. Explain what you did to answer the question
4. Explain why your actions answer the question
5. Answer the question
6. Explain what the answer means to your customers

The Key Elements do not have to be in this order. In fact, #2 usually comes before #1 in technical reports.

Ensure you know the answers to #1-4 at the beginning of the study, and make sure you know where all the Key Elements will go when creating a report outline.

I hope you will be able to take this information and use it as a tool to assist in your own work activities.

- Denise

## Who Brings Out the Best in You?

by Robert Boykin

The moment I entered the lecture hall something seemed amiss. It was standing room only. Never had I attended a lecture where every seat was occupied. However, finding a seat was the least of my anxieties.

I moved to the rear of the lecture hall and stood against the back wall in anticipation of the guest speaker's arrival.

I always made it a point to attend the weekly presentations; however, as I approached the lecture hall, I did not examine the reader board to see who was scheduled to speak. I wish now that I had because all eyes were glued to the stage. It seemed that something completely different was about to happen.

Following the introduction of the speaker, out came a person that I did not know. He strode to the stage as if he owned all of Fort Knox. It was so quiet you could hear a pin drop. He approached the microphone and removed it from the lectern and for the next 20 seconds stood rooted in place and uttered not a word. No unrest emanated from the audience. There was dead silence.

Suddenly, the speaker left the stage and parked himself beneath it and at the audience's level. Dead silence remained in effect. I was in awe of the technique.

For the next 60 minutes the speaker presented a clear and relevant message about the trials and tribulations of life that awaited the young minds in attendance. He also spoke at length about the many opportunities available for those who would take the necessary time and energy to find them. He made the impossible sound probable. Still, not a murmur could be heard from the audience.

If you could sit on a park bench and chat for one hour with anyone from the past or present, who would it be? Well, the speaker in the lecture hall on that day is the individual I would want to sit and chat with. I will not divulge his identity, but he is quite well known and, unfortunately, long gone.

If you had an opportunity to make a significant improvement in the lives of others, who would you want to discuss it with? Find them. Because, who knows, the resulting ideas might lead to improvements in the quality of living. As quality professionals, that's what life's all about, isn't it?

Be well and be safe.

~Robert

# Invitation from ASQ Indianapolis Section August 9, 2022 Virtual Meeting

**DATE:**

Tuesday,  
August 9, 2022

## Lean Leadership: The True Secret to Value Maximization

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

**Time:**

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

**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 meeting as you use when registering 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/](http://www.asq614.org/)



### Ayodele (A.Y.) Sasore Director of Operational Excellence and Engineering – Festo Corporation

Lean as a methodology has a well-established history of successfully providing value through increased productivity and waste reduction. And traditionally leadership has been focused on improving the business position of the company or the organization in the market.

Lean Leadership is more than just the combination of both terms. While lean leaders are focused on providing maximum value to the customer, they do so by raising other lean leaders.

The presentation will cover the fundamentals of lean leadership and its value. Attendees will come away with an understanding of:

- The definition of Lean Leadership
- The Lean Leadership Model
- The traits of a Lean Leader

Meeting participants will gain an understanding of how lean concepts may be utilized in communicating and collaborating with internal teams, senior management, and other stakeholders.

*About the speaker:* Ayodele (A.Y.) Sasore is a team-focused, performance-driven, dynamic Operational Excellence leader and change agent with over 20 years of experience in manufacturing environments. He holds a Bachelor of Science in Mechanical Engineering from Rochester Institute of Technology and a Master's in Science Technology from Purdue University. A.Y. is a Certified Lean Six Sigma Black Belt and has held positions ranging from Lead Design Engineer to Business Improvement Manager with industry leaders such as Goodrich and Rolls-Royce. He currently serves as the Director of Operational Excellence and Engineering at Festo Corporation.

**DATE:**

Wednesday,  
August 10, 2022

## Audit Like a Jedi Knight: Guidance from a Galaxy Far, Far Away

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

**Time:**

6:30 pm – 8:00 pm PDT  
(check website to confirm time)

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

To register for this meeting and obtain the Zoom link and sign-in information, 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 to receive the RUs. You must register for the event and join virtually to receive RUs.

For more information about Palomar ASQ Section 708, click [here](#). For more about the Temecula ASQ Section 713, click [here](#).

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



**Susan Gorveatte**  
President, Gorveatte Consulting, Inc.

*Resist the “power of the Dark Side!” Perform audits with the communication and leadership skills of a Jedi Knight. Remain true to the purpose of the audit - look for the good, identify opportunities for improvement and use your audit “force” for the overall good of the organization.*

Success in auditing relies on effective communication and being a strong team leader. Attend this session to avoid being a “Darth Vader Auditor.”

Become a Jedi Knight of Auditing by adhering to the principles of auditing and building strong audit relationships with your audit client, auditees, and team members.

Learn how to approach people, build rapport, listen better, and identify the characteristics of a successful auditor. These skills will help you perform value-added audits with findings that both clients and auditees can easily understand and act upon.

About the speaker: Susan Gorveatte is a Quality Auditor, Trainer and Coach who works with businesses to implement ISO 9001 programs. She has worked more than 25 years in Quality Management, blending the right amount of art and science needed to create a formula to success for organizations to consistently meet customer expectations through positive engagement of their workforces. Susan trains Internal and Lead Auditors across North America. She travels throughout Canada and the U.S. working with clients and facilitating quality management programs and helping organizations improve and grow their business processes to achieve their quality goals.

Susan’s credentials include Lead Auditor Training ISO 9001, AS9110B, AS9100C, ISO 14001 and Certified Safety Officer. She is an active ASQ member as a Past Section Chair, Chair of the Content Management Committee for Training and Development for the Quality Management Division and Chair Elect of the Technical Program Committee for ASQ’s World Conference on Quality and Improvement.

## CALL TO ACTION: 2023 SECTION ELECTIONS/OFFICERS/TEAM LEADS

by Jo Haberstock



Do you want to see our Columbia Basin ASQ section continue to grow and flourish in 2023? Would you like to help plan programs and community outreach events? We are always looking for members to help grow our section with new and innovative ideas!

Although 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. Our newsletter includes information about many such opportunities each month.

It may seem early, but it is time to start thinking about 2023. We are currently working on our 2023 business and budget plans, and we need section members willing to commit a few hours each month in the coming year to serve in the important - and required - positions of Chair, Treasurer, Secretary, Membership, Audit and Nominations.

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

### FREE AUGUST 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 from ASQ about this month's member gifts, although the 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 your August gifts which should be available soon.

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.

## 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. And, if you are already an ASQ member, you can also save some money, too, a member benefit is \$100 off the usual (non-member) cost for each exam.

Applications are now being accepted for the following exams scheduled for October 1-31. The application deadline is September 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 sign up or for more information.

## CELEBRATION OF COMMUNITY, DIVERSITY & CULTURE

**August 6 in Kennewick from 12 pm to 8 pm PDT**

The Tri-Cities Diversity & Inclusion Council is a nonprofit community organization dedicated to fostering a unified community, embracing cultures, and celebrating diversity through education, advocacy, and the promotion of cultural competence and compassion.

The 2<sup>nd</sup> Annual Celebration of Community, Diversity & Culture is a free event that welcomes the entire community to come together to celebrate the diversity of our area. The event will be held at the bandshell at Columbia Park in Kennewick. There will be vendors, entertainment and more. For additional information, click [here](#).

## ASQ WCQI 2023 – CALL FOR PROPOSAL REVIEWERS

**Applications due August 14**

ASQ is currently looking for members to help ensure that WCQI 2023 is the best conference ever – by serving as a volunteer reviewer for educational session proposals.

Reviewers will be selected based on experience and expertise. All reviews will be performed online using ASQ's evaluation criteria and scoring system. There will also be an opportunity for reviewers to provide additional comments, which will be shared with submitters to improve/enhance selected proposals, or to indicate why a proposal is not recommended for selection. The application form is available [here](#).

## ASQ WCQI 2023 - CALL FOR PROPOSAL SUBMISSIONS

**Due Date: August 19**

Building on its legacy of innovation and improvement, the quality community is well-positioned to reinforce the essentials - total quality management, continuous improvement, ISO standards, data integration - and embrace emerging, universal concepts including culture, diversity and ESG (environmental, social, and governance).

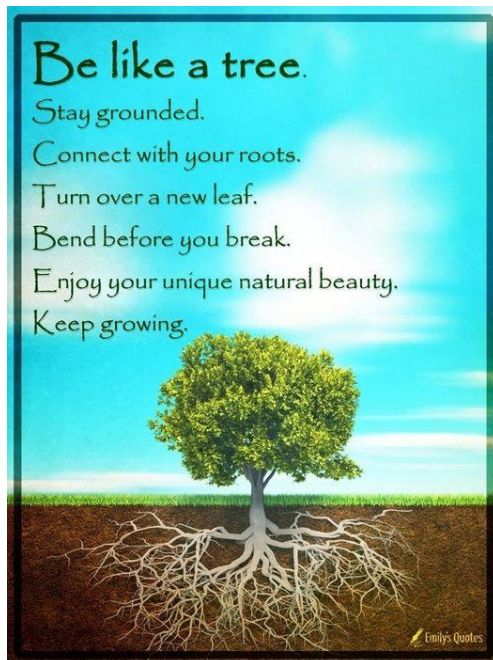
ASQ's World Conference on Quality & Improvement (WCQI) 2023 will be held May 7-10 in Philadelphia. Attendees will learn how quality processes and methodologies bolster their organizations' response to risks like supply chain, economic pressures, and global volatility, and help spark a culture of excellence and a sustainable, strong foundation for success.

ASQ is currently accepting proposals for WCQI educational sessions and workshops. The 2023 conference theme is "Strengthening the Quality Foundation." Key focus areas are:

- Supplier and Supply Chain Management
- Risk, Resilience and Sustainability Tools
- Quality's Impact on Leadership, Organizational Excellence and Inclusion
- Emerging Professionals in Quality: A Career Primer

All proposals must be submitted by August 19. Click [here](#) for more information.

## QUOTE OF THE MONTH



## HOW EMOTIONALLY INTELLIGENT LEADERS BUILD PSYCHOLOGICAL SAFETY & INCLUSIVE WORK ENVIRONMENTS

**Free HRDQ-U Webinar August 24 at 11 am PDT**

Emotional Intelligence is the ability to understand and manage your emotions as well as the emotions of those around you. It is the cornerstone for diverse work environments and helps to break down barriers and enhance inclusiveness. Individuals bring their own set of ideas, skills, and personalities that diversify discussions within a team. Members of your team will be more willing to share their opinions and concerns when they have the confidence to know their voices will be heard, valued, and considered in all contexts when psychological safety is made a priority. Psychological safety occurs when individuals, teams, and organizations are comfortable and safe enough to be open and honest, and effectively learn, grow, and perform together.

To sustain a culture with a focus on diversity and inclusion, leaders need to be visible in their organization, accountable for themselves and their team, and to champion the necessary skill set for effective change. Leaders who harness the power of emotional intelligence must leverage their skills of empathy, self-awareness, reality testing, and interpersonal relationships to create inclusive teams that are built to succeed. These efforts contribute to greater innovation, enhanced customer satisfaction, and more engaged teams. Emotional intelligence helps to build a healthy and more harmonious environment for your organization.

Join David Cory, President & CEO, The Emotional Intelligence Training Company Inc, and Carlos Cadogan, a Diversity & Inclusion advocate certified in Emotional Intelligence and Cultural Intelligence, for this free webinar. They will discuss the foundations of building and sustaining a diverse, equitable, and inclusive organization through emotional and cultural intelligence. Click [here](#) for more information and to register.

## HOW TO MAKE HUMAN PERFORMANCE TOOLS USED AND USEFUL

**Complimentary Webinar – September 1  
7:30 am – 9:00 am PDT**

When used daily, Safety Performance Tools (similar to personal protective equipment) are a solid defense against an event that might result in injuries.

Every task performed should start with a Job Brief, followed by a Safety Minute, Program, Process, Procedure Adherence and Self & Peer Checks. Throughout the duration of the job, personnel must effectively communicate and STOP work when unsure about the process.

This online seminar from the Community of Human and Organizational Learning, features presenter John F. Kowalski, CSP and owner and president of Safety Performance, LLC.

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

## ASQ QUALITY 4.0 SUMMIT

October 12-14 in San Antonio

Gain firsthand perspectives from thought leaders in the first face-to-face Summit since 2019! Learn innovative approaches to leveraging automated, virtual platforms and strategies that support digital transformation, and draw inspiration from thought-provoking presentations on emerging trends and the future of quality.

This year's Quality Summit includes:

- Facilitated networking events
- Breakout sessions focused on the latest digital transformation developments
- Workshops for deep learning in an extended, hands-on format
- General sessions and keynotes from quality thought leaders
- Opportunity to earn 2.5 Recertification Units

Cost is \$499 for ASQ members who register by September 1. Additional pricing options and discounts are offered for member leaders and student members. Registration is now [open](#).

## TRI-CITY UNION GOSPEL MISSION NEEDS BOTTLED WATER AND OTHER ITEMS

For almost 65 years, Tri-City Union Gospel Mission has been a safe place for those who are unable to provide for themselves, regardless of the reason. The Mission is 100% funded by community donations and receives no government subsidies. All donations stay in the Tri-Cities.

But do you know what they actually do and who they serve? They are the home of those without a home - the hot water, electricity, healthy meals, and the clean, warm beds that many do not have. They are the drug-free, crime-free release point for some loved ones returning from prison, and the safe and secure haven for many individuals fleeing domestic violence. They are the "timeout" for someone battling with an addiction or stronghold.

There are many ways you can help the Mission to help those in need. Please consider:

- Donating goods (paper towels, clothing (all ages/sizes), bus tickets, etc.
- Donating time (volunteer opportunities in the kitchen and shelter areas)
- Donating money (\$2.25 can provide a meal, shelter, and other essential services for a homeless person)

Items most needed at this time are bottled water and summer clothing.

Download the full list of urgent and other needed donations [here](#). Donate online [here](#). To learn more about the Mission and all that they do, click [here](#).

## LAUGH TRACK...

Kids exploring ancient ruins



### 2022 COLUMBIA BASIN ASQ

#### LEADERSHIP TEAM

January 1 - December 31, 2022

<b>Section Chair</b>	Denise Fast
<b>Secretary</b>	Denise Clements
<b>Treasurer</b>	Emily Wilson
<b>Membership Chair</b>	Robin Dowsett
<b>Audit Chair</b>	Steve Prevette
<b>Nominating Chair</b>	Trent Hartman
<b>Webmaster</b>	Steve Prevette
<b>Newsletter Editor</b>	Robert Boykin
<b>Publicity Chair</b>	Jo Haberstok
<b>Programs Chair</b>	Vacant
<b>Voice of the Customer Chair</b>	Vacant
<b>Education Chair</b>	Vacant
<b>Social Media Chair</b>	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 2nd of the month.