

COLUMBIA BASIN SECTION NEWS & UPDATE

by Jo Haberstk

Happy Fall, y'all!

Here's a brief update on what has been happening, what is currently happening, and what will be happening next in our Columbia Basin ASQ section – not necessarily in that order.

Section Member Meetings

We have not held a section meeting for quite some time, due to COVID and other reasons. But, good news! We will be holding a virtual meeting on October 19, and we encourage everyone to RSVP and join us for this event. Check out page 2 for all the details.

2023 Section Business & Budget Plans

Our 2023 section Business & Budget Plans have now been approved by our Regional Director and ASQ. We have set goals in several areas for next year, including holding virtual or in-person meetings, site visits, member communications, recruiting, and more.

Section Elections/2023 Leadership Team

We hope to be able to announce our 2023 section leadership team soon. We still need more members to step up and commit to help in 2023. Our success depends entirely on our volunteer members. Assistance is needed with programs, site visits, recruiting, publicity, and other activities. Please contact any of our current leadership team members (or send an [email](mailto:)) if you are interested in helping our section continue to be successful, to grow, and to be able to offer quality programs in the coming year.

Other News

The **Pacific Region Quality Conference** (our region) will be happening (virtually) on November 5. You can find more information about the conference on page 6.

Our section's [myASQ Community](#) page is a great way to get involved in quality discussions online. We post items on a regular basis and encourage members to participate in discussions and provide feedback. If you have not yet signed up or viewed our online community, it is easy to log in (with your ASQ information) and become more active there.

As always, we welcome input and ideas from our members. Are you interested in providing a presentation at a future meeting? Do you know of some local companies that would like to offer a site visit/tour and share their quality philosophies? We look forward to hearing from you!

Stay safe and healthy.

-- Jo

QUALITY AND THE WEATHER

by Michael Mills

"Everybody complains about the weather, but nobody does anything about it."

The weather touches everybody. But most people, most of the time, don't think about the weather – they think about what they are doing. Most people, most of the time, think about the weather only when it upsets their plans: "Sorry I didn't get to the reunion on time, but we had *weather!*" So, for most people – most of the time – the word "weather" means "bad weather," the kind of weather that keeps you from doing what you want to do. And in extreme cases, weather can shut you down.

Kinda like the Quality system, ain't it?

Everybody complains about the Quality system – the processes, the paperwork – but all too often nobody seems to do anything about it. The Quality system touches everybody, but most people would rather think about their jobs instead – the other parts of their jobs, I mean. Most people think about the Quality system only when it upsets their plans: "Sorry I didn't release that product on time, but Quality blocked it because our meeting minutes weren't up to date."

And in extreme cases, the Quality system too can shut you down.

Why not do something about it? Why not talk back?

After all, your Quality system wasn't imposed by aliens from Mars. It was written by human beings to do a specific job. If it asks you to do something crazy, there are only a few possibilities: maybe it doesn't really mean what it looks like it says, maybe there's a wider context where the seeming craziness actually makes sense, or maybe the people who wrote it just goofed. The only way to find out which is to challenge the system: ask questions and discuss it.

Michael Mills is a consultant and blogger ([Pragmatic Quality Blog](#)). He currently serves as Chair of the Channel Islands ASQ Section. His interests include ISO 9001, ISO 14001, ISO 45001, auditing, management review, and management systems.

DATE:

Wednesday,
October 19, 2022

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

Time: 6:00 pm – 7:30 pm PDT

Welcome & Introductions will begin at 6 pm, followed by the presentation and Q&A

Cost: Free for ASQ members and non-members

To register for this online/virtual meeting, please RSVP with your name, email, ASQ affiliation (member and section or non-member), to [Denise](#) by October 14 for planning purposes and to receive RU credit following the meeting.

[Click here to join the meeting](#) from your computer, mobile app or room device
Meeting ID: 262 784 978 94
Passcode: MEyXex
[Download Teams](#) | [Join on the web](#)

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/

Dr. Deming Saved My Job! Stories from the Workplace



Steve Prevette
ASQ Fellow & CQE



Phil Monroe
Quality Management Consultant

We're baaaaack! We are excited to announce our first virtual section meeting since March of 2020.

For this meeting, we will be listening to and participating in a discussion with Steve Prevette and Phil Monroe. The presentation will include experiences in data analysis and its effect on the workplace – and, more importantly, on the people in the workplace. We may also be presenting a few polls to discuss ideas for future meetings.

How many times have you heard someone say after an unfortunate event, “Who’s going to get fired?” Most of us have probably experienced this. Yet, when we look at the people, processes (systems), and procedures, we often find that a different path should be taken.

We will hear some interesting workplace stories and discuss how we might normally react, as well as who should be held accountable, and how could what happened be prevented in the future.

We will discuss some of the following stories:

- A firing prevented at a bowling alley
- A Naval weapons system that was to be canceled, but actually worked
- A search for the “glass ceiling” for women that led to unexpected results
- The new contractor is all messed up
- Security lessons including false alarms, and unlocked/not maintained doors

*About the presenters: **Steve Prevette** is an ASQ Fellow and ASQ Certified Quality Engineer. A former Chair of Columbia Basin ASQ, he has been active with ASQ for over 25 years. Steve currently teaches statistics and data analysis courses for Southern Illinois University at Carbondale for the School of Information Technology. Past work experience includes supporting nuclear sites in Ohio, South Carolina, and Idaho with statistical performance analyses.*

***Phil Monroe's** experience includes 30 years in the US Navy. He is a quality management consultant and former city council member who has appeared on several podcasts, discussing stories of his introduction to the philosophy of Dr. W. Edwards Deming and how he has applied Deming's principles throughout his career.*

Invitation from ASQ Innovation Division October 27, 2022

DATE:

Thursday,
October 27, 2022

This is a virtual webinar via WebEx. Log-in information will be provided on the registration confirmation email.

Time:

4:00 pm – 5:00 pm PDT
(check website to confirm time)

Cost: Free for ASQ members and non-members

To register for this webinar and obtain the WebEx link and sign-in information, click [here](#).

Attendance at this meeting earns 0.1 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 ASQ's Innovation Division, click [here](#).

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

Digital Quality Leadership: A New Look at Change



Dr. Nicole Radziwill, CMQ/QE, CSSBB Technology Executive, Author, Keynote Speaker

Digital transformation attracts funding because companies are anxious to capture competitive advantage through modern technologies like Internet of Things (IoT), Artificial Intelligence (AI), and Machine Learning (ML). But, because excitement often runs ahead of results, between 70-90% of digital transformation initiatives to date have failed.

Although Industry 4.0 only emerged as a theme over the past decade, digital transformation started in the early 1970s, when programmable logic controllers were first introduced to industrial environments.

Stories of digital transformation in each decade that span the boundaries between business models, quality management, software, and systems reveal actionable patterns we can use to dominate with digital - even as we anticipate new innovations like non-fungible tokens (NFTs), decentralized autonomous organizations (DAOs), web3, and the metaverse.

In this webinar, you will learn how to lead in the emerging discipline of digital quality and find out what is really being transformed.

- Find out how stories of digital transformation in the past can help us lead into the future
- Understand the value and potential of new entrants (e.g., NFTs, DAOs, web3, and the metaverse)
- Explore how digital transformation experiences can inform how you lead and manage change

About the presenter: Dr. Nicole Radziwill provides executive leadership around strategy and execution for industrial and high-tech organizations. This includes deploying tools, processes, and coherent work systems that increase and accelerate results as companies scale from \$10M to \$100M. Nicole has deep technology, product, and go-to-market expertise, and works mainly as a boundary spanner where data science, AI/ML, data management, industrial technology, quality engineering and/or quality management are in focus. She is an innovator, strategist, business architect, principal data scientist, and advisor (since 2006) to more than 20 CXOs. Nicole is a hands-on data scientist with experience modeling with languages/platforms from archaic to modern.

FREE OCTOBER MEMBER GIFTS

Did you know that you can earn Recertification Units (RUs) for watching ASQ webinars and videos, reading e-books, etc.? Be sure to take advantage of all your ASQ benefits!

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, details about this month's resources were not yet available.

Use this link to [access](#) your free gifts by October 31.

UPCOMING ASQ CERTIFICATION EXAMS

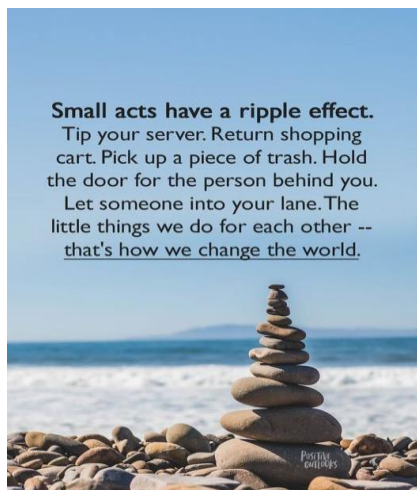
Applications are now being accepted for the following exams scheduled for December 1-31. The application deadline is November 5.

- 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)

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.

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

QUOTE OF THE MONTH



AUDITING THE MANUFACTURING FLOOR REMOTELY

Portland/Vancouver ASQ Virtual Development Session
October 11 from 6:00 pm to 7:00 pm PDT

Auditing has been taken by pandemic; remote auditing has quickly become a method not considered seriously by registrars until recently. Hesitancy in how to replace the guided tour, interviewing employees and station review stopped the remote audit method from moving forward. Technology used to lag in providing innovative methods in which to carry out a remote audit using technology to adequately capture the manufacturing floor.

But now, everything has changed! In this presentation, Shauna Wilson will provide auditing methods to capture a good review of a manufacturing process that has been validated by audit method, site/off site audit comparisons, and over 10 years of remote audit results.

Learn more about:

- Remote Auditor Preparedness
- Technology Recommendations
- Supporting Remote Audits/Setup Preparations for Auditing the Remote Manufacturing Floor
- How to use Floor Diagrams
- Handling the Mobile Device
- Auditor Capabilities and Training

Shauna Wilson has worked in the quality field for over 30 years. She wrote [InterneTeaming.com: Tools to Create High Performance Remote Teams](#) and co-authored [eAuditing Fundamentals: Virtual Communication and Remote Auditing](#). Shauna has been featured in [Quality Progress](#), [The Auditor](#), and [ASTD's InfoLine](#). She served as the US Expert for PC/TAG302 ISO19011:2018 Auditing Management Systems Guideline. She is currently serving as the Portland ASQ Section Chair.

To register for this session, 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 Quality 4.0 Summit since 2019! Learn innovative approaches to leveraging automated, virtual platforms and strategies that support digital transformation. Draw inspiration from thought-provoking presentations on emerging trends and the future of quality.

This year's Quality Summit includes:

- Workshops for deep learning in an extended, hands-on format
- General sessions and keynotes from quality thought leaders

Cost is \$649 for ASQ members. Registration is [open](#).

“LEADING ORGANIZATIONS” - ASQ HUMAN DEVELOPMENT & LEADERSHIP DIVISION PANEL DISCUSSION

October 12 at 12:00 pm PDT

This panel discussion, moderated by ASQ's HD&L Division, will share best practices for leading teams. Panel members include:

Jessica Atkinson – a triple-certified Project Management Professional, Prosci Change Management Practitioner, and ScrumAlliance Scrum Master

Nidhi Tewari - a mental health keynote speaker, expert, and consultant with a decade of experience speaking to leaders, organizations, and event audiences about mental health, workplace well-being, and leadership

Sokol Vladi - a global-scale, award-winning digital transformation leader with over 15 years of experience in the information and communications technology industry

Jeff Harry - selected by BambooHR & Engagedly as one of the Top 100 HR Influencers; known for combining positive psychology and play to heal workplaces, help teams build psychological safety and assist individuals in addressing their biggest challenges through embracing a play-oriented approach to work

Click [here](#) to register for this event.

YOUR CREATIVITY SPRINT – BOOK LAUNCH

Book by Ruth Stanley, Edwin Garro, Dwight Powless and Tim Ragan

October 14 from 8:00 am to 9:30 am PDT

Come and meet the authors and help celebrate their book and how it came to be. They met as four completely different people with vastly different experiences; they created their own understanding of what it takes to be creative.

Get a preview of the book and maybe even some ideas about how to tap into your own natural creativity and become a power user of those skills. Click [here](#) to register for this free event.

2022 HEARTS ARE WILD GALA JUNIOR ACHIEVEMENT FUNDRAISER

October 14 in Kennewick

The mission of Junior Achievement (JA) is to inspire and prepare young people to succeed in a global economy. JA provides programs in three foundational pathways: financial literacy, career readiness, and entrepreneurship.

The Gala is an all-inclusive fun-filled evening with gourmet appetizers, hosted wine and beer, casino-style games, with gambling winnings exchanged for prizes, jewelry raffle, and a silent auction. All proceeds will support local JA students.

Tickets are \$125/person. For more information, click [here](#).

BEYOND SAFETY COMPLIANCE PRESENTS “STORYTELLING”

October 19 from 8:00 am to 9:15 am PDT

Beyond Safety Compliance helps organizations realize that compliance is necessary, but not sufficient, for safety and a healthy culture. Learning about themselves, with a realistic organizational mirror, can enable organizations to reap the rewards of human and organizational performance and organizational health, ranging from a happier, safer workforce, more intentional direction, and an overall improving organization.

Monthly LinkedIn Live and Zoom events are offered on the third Wednesday of each month.

This month will focus on storytelling. Stories are how humans have communicated since the inception of communication. Stories have evolved into news, books, movies, and fairy tales. Stories are usually not be used in our organizations as much as charts, tables, and numbers. Often dismissed as anecdotes, stories can reveal much about our organizations that we otherwise would never know. Join the fun, and learn about the status (and the desired status) of storytelling in organizations with presenter Gary Wong

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

ADVANCING YOUR PUBLIC RELATIONS CAREER

October 25 at 12:00 pm PDT (via Zoom)

Advancement in any profession is about goal setting, knowledge, experience and, of course, communication skills.

This webinar, offered by Mid-Columbia Public Relations Society of America (PRSA) will address these areas and more.

A panel representing nearly 80 years of PR experience will offer tips and insider knowledge on how to successfully attain career aspirations in a manner that adds value to employers or clients. Featured speakers will be Staci West, Kelly Guenther, and Carolyn Smith Casertano.

Cost for the event is \$10. Click [here](#) for more information.

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.

GETTING TO WIN-WIN IN CONFLICT

Live Paul D. Casey Seminar

October 26 from 1:00 pm to 4:00 pm PDT in Kennewick

The cost of employee turnover due to workplace conflict can and should be a high priority for business leaders as our struggling economy tries to rebound from COVID and other global pressures.

Poorly handled conflicts lead to a lack of trust in leadership, drop in motivation, tension among team members, avoidance, silos, and a culture without psychological safety. And these things can lead to people leaving the organization.

Can conflict resolution really be win-win? The answer is yes! This seminar will explore:

- Default styles to approaching conflict
- Why having the difficult conversations are important
- Best practices for effective conflict resolution

Space is limited for this event, so [register](#) soon. Early bird cost (by October 10) is \$79 and includes workshop materials and refreshments.

THE POWER OF CONNECTION - FUNDRAISER FOR COLUMBIA BASIN COLLEGE

October 27 in Pasco

Columbia Basin College (CBC) Foundation was established in 1984 to give community supporters the opportunity to invest in the educational mission of CBC. Continued support ensures that students receive scholarships and wrap-around support services to help them be successful and that CBC programs receive the additional funding needed for equipment and special projects.

This year's Power of Connection fundraiser will be held on October 27 at the HAPO Center in Pasco. The evening will feature CBC's Jazz Ensemble, powerful words from current students and the announcement of CBC's 2022-2023 Alumni of the Year.

Tickets are \$150/person. An individual ticket includes dinner and access to the live and silent auction at the event. Sponsorship opportunities are also available for organizations and individuals. For more information, click [here](#).

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 1st of the month.

2022 ASQ PACIFIC REGION QUALITY CONFERENCE

Fostering a Strong Quality Culture as Companies Grow and Change by Embracing Organizational Growth, Generational Changes, and Digital Transformation

Virtual Event – November 5 from 8:30 am to 5:00 pm PDT

Are you registered for the upcoming Pacific Region Quality Conference yet? If not, get signed up now! The cost is only \$20 for ASQ members – what a great deal for this day-long event.

The goal for the conference is to provide a forum for like-minded professionals to share their ideas and learn from workshops and presentations resulting in enhancements to personal development and business acumen, while building on the foundation of quality.

There will be a number of great speakers as well as opportunities to network with other quality professionals.

A variety of speakers and topics will be offered:

- Embracing Organizational Growth
- Generational Changes
- Quality Unicorn (leading-edge approaches)
- Digital Transformation

For more details about the topics and speakers and to register, click [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 Haberstok
Programs Chair	Vacant
Voice of the Customer Chair	Vacant
Education Chair	Vacant
Social Media Chair	Vacant