

AS 2022 COMES TO A CLOSE ...

by Jo Haberstok

As the New Year approaches, we are pleased to announce our 2023 section leadership team, which includes both elected and appointed officers and team leads. A big "Thank You!" to everyone who has stepped up to serve in these important roles next year:

Section Chair	Denise Clements
Secretary	Marcus Aranda
Treasurer	Robert Boykin
Membership	Eric Clements
Nominations	Jo Haberstok
Programs	Eric Clements
Publicity	Jo Haberstok
Newsletter	Robert Boykin
Webmaster	Steve Prevette

Many thanks also to those who served in 2022. The team's efforts resulted in a lot of key actions/goals being accomplished, even though we were not able to hold in-person meetings/events and we relied primarily on Microsoft Teams and email for leadership meetings, SharePoint for document reviews, and our monthly newsletters for communicating with members.

And, of course, our thanks to **all of you** for being members of ASQ and our Columbia Basin Section! I hope that in the coming year many of you will choose to become more active in our section. We need more volunteers to help plan and organize meetings and site visits, to develop and execute member recruitment and retention plans, and to strategize for the future.

Hopefully, we have all continued to learn and grow throughout 2022. So, what have *you* learned?

Among other things, I have learned that I'm okay with virtual meetings and events. As much as I have always enjoyed our monthly dinner meetings, it has been kind of nice to just be able to "log-in" from the comfort of home to other sections' meetings and to chat with folks from all over the country (and Canada!) online. Of course, it's not like being together in the same room, having a meal (or a drink) and networking in person. And I have also missed our site visits/tours at local companies. So, I'm looking forward to those opportunities in the future.

Wishing you all the very best in 2023!

-- Jo

AN ADOPT-A-FAMILY EXPERIENCE AT CHRISTMASTIME

by Robert Boykin

A few days before Christmas we went to this place
With toys and gifts all wrapped in good taste.

Our adrenaline was flowing, and our hearts were a-pumping
When we confirmed to the family that we were a-coming.

We traveled by truck, filled with joy and goodwill
With toys, food and clothing filled above the windowsill.

The children were restless while waiting for us
They fiddled with what-nots and made quite a fuss.

We arrived at the house around five thirty-eight
A record for us because we were known to be late.

The kids sprang from the sofa and flew down the stairs
Happy to see us - and especially the three teddy bears.

They helped carry the bags and boxes inside
And also tried to take the bikes for a ride.

All the gifts were delivered without much of a glitch
And we stayed with the game plan, the same as Saint Nick.

There were four kids in the family and we brought gifts for all;
Clothing, gift certificates, even a little baby doll.

The family was appreciative and said thanks a lot,
"We really do appreciate all the gifts that you brought."

It's hard to explain how we all felt inside
On the surface our emotions were difficult to hide.

But we stayed on course, and we braved it all through
It was a drop in the bucket based on all we could do.

The art of giving without gain can be quite a rush
Such a feeling can make the harshest person blush.

We all know the feeling that kindness can bring
Like a sense of warmth at the first dawn of Spring.

Happy Holidays!

"As we struggle with shopping lists and invitations, compounded by December's bad weather, it is good to be reminded that there are people in our lives who are worth this aggravation, and people to whom we are worth the same."

-- Donald E. Westlake

Invitation from ASQ Greater Houston Section December 13, 2022 Virtual Meeting

DATE:

Tuesday,
December 13, 2022

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

Time:

4:00 pm – 5:30 pm PST

(check website to confirm times)

Cost: Free for ASQ members and non-members

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

Participation in 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 to receive the RUs. You must register for the event and join virtually to receive RUs.

For more information about Greater Houston ASQ Section 1405, click [here](#).

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

More Impact, Less Stress: Wire Your Brain for Success



Erin Urban

Certified Executive Coach and Leadership Impact Expert

Feeling a bit "meh" - demotivated or overwhelmed? Find clarity and calm while boosting your confidence.

Join Coach Erin Urban to discover simple solutions for busy brains and busy lives that strengthen your reliance and activate your creativity. It might surprise you to learn that you can actually achieve more by thinking less.

Erin will cover the top common saboteurs to productivity and well-being that stifle innovation. She will discuss easy, neuroscience-based strategies to elevate your impact and reduce stress to set you up for success in the New Year (and beyond).

- Reduce mental 'noise' and prioritize easier
- Develop more clarity and make better decisions
- Make space in your life for pleasant surprises and opportunities
- Mitigate anxiety, stress, and step away from "what next" syndrome
- Uncover secret saboteurs hiding in your everyday narratives
- Learn the language of success and rewire your brain to achieve your goals

About the speaker: Erin Urban is an accomplished international speaker who has presented topics on elevating impact, wellbeing, and the science of success to global audiences from non-profits to Fortune 500 organizations. A best-selling author of *Elevate Your Career: More Impact + More Income*, she is known for her engaging and insightful talks. Erin's audiences are inspired to become recognized as impactful leaders and leave the room empowered to take action and make an impact.

With over 10 years of coaching and consulting experience, Erin has a natural ability to understand others at a deep level and clearly see what path will allow them to shine the brightest. She is a Certified Leadership Coach, Certified Professional and Leadership Development Coach, Forbes Coaches Council member and author, EQi 2.0 and EQi 360 certified for EQ assessments, and holds a Lean Six Sigma Black Belt Certification.

Invitation from ASQ Government Division December 15, 2022 Webinar

DATE:

Thursday,
December 15, 2022

The Power of Games in Government and Citizen Engagement

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

Time:

9:00 am – 10:00 am PST

(check website to confirm times)

Cost: Free for ASQ members
and non-members

To register for this meeting and
obtain the webinar link and sign-
in information, 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.

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click [here](#).

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Zac Jarrard, CSSGB, CQPA CQIA President, Jarrard Consulting, LLC

The COVID-19 pandemic has changed how we engage with associates, teams, and citizens. There are now a lot of teams and public sector employees who work in a hybrid or virtual environment.

Games are a unique tool that can be used to bring together teams, teach new skills, help us adapt to the modern workplace, and engage citizens. This is especially important for Millennials and Generation Z who have spent their entire lives playing games and want to see them in the workplace or government.

This presentation will provide an overview of the history of games, explore team building games for hybrid or remote teams, and share best practices for using games to engage the next generation of public administrators and citizens.

Participants will:

- Discover several games to use for education, training, government, and citizen engagement
- Learn best practices for leveraging games at work and in the public sector

About the presenter: Zac Jarrard, President of Jarrard Consulting, LLC, provides consulting services for businesses, nonprofits, and K-12 groups across the United States. He has presented at local, regional, national, and international conferences. He enjoys helping organizations and multi-generational teams achieve success. Zac's extensive background in project management, agile, gamification, and working across different age groups helps him assist organizations in improving productivity, delivering project results, and strengthening communications among all generations in the workplace.

Zac holds Six Sigma Green Belt, Quality Process Analyst, and Quality Improvement Associate certifications from ASQ. He currently serves as Chair of the Kansas City ASQ section and on a Content Management Committee on Quality 4.0.

DECEMBER FREE GIFTS FOR ASQ MEMBERS

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.

And don't forget - you can earn Recertification Units (RUs) for watching ASQ webinars and videos, reading e-books, etc. Be sure to [access](#) this month's free gifts before December 31.

UPCOMING ASQ CERTIFICATION EXAMS

Have you been thinking about becoming ASQ certified? This is a great time to start studying for an upcoming exam!

Certifications can 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, 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 January 1-31. The application deadline is December 11.

- CQT (Quality Technician)
- CQI (Quality Inspector)
- CRE (Reliability Engineer)
- CFSQA (Food Safety and Quality Auditor)
- CMDA (Medical Device Auditor)
- CMQ/OE (Manager of Quality/Organizational Excellence)
- CSSBB (Six Sigma Black Belt)
- CSSYB (Six Sigma Yellow Belt)
- CSQP (Supplier Quality Professional)

You can apply [online](#) or you can download an exam application for mailing or faxing. You will need your resumé and credit card to complete the application. For more details about ASQ certifications (there are 18 different certifications offered), click [here](#).

QUOTE OF THE MONTH

"The only disability in life is a bad attitude".

~Scott Hamilton

ESSENTIAL LINGO FOR TRANSFORMATION TO QUALITY 4.0

ASQ Zoom Meeting December 7 from 11:00 am to 12:00 pm PST

The digitization in financial, healthcare, logistics, transportation, and many other industries coupled with the explosion of social media apps has led to the generation of enormous amounts of data. The understanding of data types is helpful in selecting appropriate visualizing techniques and statistical tools for exploratory data analysis. At a more advanced level, Industry 4.0 technology the "machine learning" is applied for modelling. There are diverse types of machine learning algorithms to solve business problems.

This presentation by Afaq (Fayzee) Ahmed will highlight key terms that are commonly used in application of algorithms. From there, he will take a deep dive into data types, factors to consider in collecting data, sampling techniques, data cleaning, data visualization and data labeling. Highlights of the presentation include:

- Key terms: class, features, dimensions, predictors, labels, targets, and others
- Interval data, ratio data, ordinal data, nominal data, and categorical data
- Structured, semi structured, and unstructured data
- Data cleaning, and how to clean data
- Visualization methods for different data types

Afaq (Fayzee) Ahmed is a Principal Consultant and Trainer at TORQUE in Irvine, California. He has worked in a variety of industries (oil and gas, aerospace, automotive and others) in the US and for Saudi Aramco as a Strategic Transformation Professional.

For more information about this Zoom meeting, click [here](#).

HOW TO WRITE A BUSINESS PLAN AND AVOID GETTING STUCK

Free SCORE Live Webinar December 7 at 10:00 am PST

You've come up with a concrete idea for your business, but to ensure you make it to your intended destination on your business journey you will need a professional business plan to lay out the path.

In this webinar, presenter Cheri Bales will share step-by-step information on how to fill out each section of your plan, explaining what parts are necessary to get started and which areas can be finished as you continue your business journey. Learn more about:

- How to use a business plan as a tool to get started
- How to avoid getting trapped trying to write the perfect plan
- Which critical sections of the business plan to address first

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

WOMEN IN QUALITY SYMPOSIUM

ASQ Virtual Event December 8

Since 2020, ASQ's Women in Quality Symposium has provided an inclusive space for the quality community to gather, with conversations centered around ascending to new levels of leadership and making our voices heard in critical conversations about work, family, and society.

This year the Symposium reconvenes with a new focus on the synergies that propel the quality mission toward sustained excellence, and diversity that brings innovation to our organizations, families, and communities.

Join the conversation to discuss how Women in Quality can tap into shared qualities that enhance their roles as professionals, caregivers, leaders, and learners and, in the process, cultivate diverse, purpose-driven communities.

Through storytelling, virtual roundtables and engaging panel sessions, attendees will engage with thought leaders for insight into:

- Developing into an authentic, mindful leader
- Supporting all women - and finding support for yourself in the process
- Discovering the passion for purpose
- Fostering the new generation of quality practitioners

Cost is \$99 for ASQ members, \$49 for ASQ student members, or \$299 for non-members. To learn more and to register, click [here](#).

CRITICAL THINKING: A FUNDAMENTAL REQUIREMENT FOR 21ST CENTURY ORGANIZATIONS

ASQ Inspection Division Virtual Webinar

December 13 at 4:00 pm PST

One of the skills expected in nearly any professional job role is the ability to think critically. We are bombarded with information, requests for information, and the need to make decisions that will both move the organization forward and avoid excessive risk. This requires the ability to think critically, which includes processing information and being aware of how we are doing so.

This webinar from ASQ's Inspection Division provides a decision-making framework based on the concept of process management that individuals and organizations can use to help develop critical thinking skills.

For more information and to register, click [here](#). For more information about ASQ's Inspection Division, click [here](#).

STARTING AN E-COMMERCE BUSINESS: TIPS TO SELLING ONLINE

Free SCORE Live Webinar December 14 at 10:00 am PST

Are you thinking of expanding into or starting an e-commerce business? Selling products online has some unique challenges you must know before taking your first step into e-commerce.

In this webinar, presenter Paul Barsley will share the basics of selling online, tips on finding customers, how to make your online shop easy to use, and common challenges to consider when starting an e-commerce business.

Learn more about:

- Differences between offline and online
- Finding customers and convincing them to buy
- Getting orders to customers
- Payment fees, sales tax, and other issues

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



PREPARING FOR PROCESS ANALYSIS – DATA COLLECTION AND INTEGRITY

ASQ Quality Management Division Virtual Webinar

December 14 at 3:00 pm PST

If you are a Quality Manager, Quality Engineer, Business Analyst, Data Scientist, or if you have none of those titles but are just interested in learning more about data collection and classification, check out this webinar.

Presenters Sandra L. Furterer and Douglas C. Wood will discuss how good data presentation helps to gain traction when dealing with large magnitudes of data. This informative 45-minute webinar will help attendees to:

- Know the measurement scales: nominal, ordinal, interval, and ratio
- Classify data in terms of continuous (variables) and discrete (attributes or counts) and when to convert one to the other
- See the advantages of collecting and analyzing real-time data
- Use auditing trails, vendor qualification, error detection software, and training for record management to prevent and detect data integrity issues

Registration is required to join this event; click [here](#) for more information and to register.

QUALITY CONSCIENCE – WHO IS RESPONSIBLE FOR QUALITY?

January 25 – Our Next Section Meeting

Mark your calendars now! Our next Columbia Basin ASQ section meeting will be held on January 25.

Our incoming 2023 Chair, Denise Clements, will be the featured speaker, and her planned topic is “Quality Conscience – Who is Responsible for Quality?” This will be a virtual (Teams) meeting.

ASQ’s Pacific Region (which includes 20 sections, including ours) has a 2023 business plan goal to offer two virtual meetings each month. Each section has been asked to provide one or two such meetings. This is intended to ensure all members throughout the region have access to more meetings and on a regular schedule (the second and fourth Wednesdays of each month).

While our meetings are always open to everyone, the January 25 meeting will be marketed more widely as part of the Pacific Region effort. This will be a great opportunity to meet and network with folks from other ASQ sections, share ideas, and learn new things. Hope you can all join us!

HOLIDAY STRESS-BUSTER: ONE MINUTE BREATHING EXERCISE

Does the holiday season stress you out? It can often feel like there are a lot of demands on our time in December – with children’s activities, holiday parties, fundraisers, traveling, cooking, cleaning, and more.

If you find yourself feeling a bit overwhelmed, check out this quick [breathing exercise](#) on YouTube – it was shared by the Baltimore ASQ section at their November meeting. Take a minute for yourself – you deserve it!

LAUGH TRACK...



WHY YOU SHOULD CREATE A NEW YEAR'S RESOLUTION LIST

(from the American Home Shield website)

Here it comes. The question that everyone gets asked at least a zillion times toward the end of each year. “So, what are your New Year’s resolutions?” If you’re reluctant to make a New Year’s resolution list (or even reluctant to answer the question), maybe you should reconsider. Resolutions can be healthy, productive ways to make positive changes in your life. Here are some reasons you should consider joining in on the tradition:

Goals are good. Resolutions are purposeful goals that you set for yourself. When you set goals, you take stock of where you currently are and where you’d like to be. This process can be helpful in shaping the future that you’d like to have. If you look at resolutions as short-term goals, it may be easier to set them.

Resolutions help keep you focused. Our work and personal lives are full of distractions that can sometimes take our attention away from our goals. Resolutions can help us set priorities and stay on target.

Resolutions are motivating. It’s easy to “think” about making changes, but it’s harder to put them in motion. Committing to a resolution can help you follow through. Sharing your resolutions with others can help keep you accountable, which can also be motivating.

Resolutions help get you out of your comfort zone. Sometimes it takes a gentle nudge, or even a firm shove, to get us out of our comfortable spaces. New Year’s resolutions encourage you to pursue opportunities and reach accomplishments that you might not have reached otherwise.

Resolutions are fun. Too often, we look at New Year’s resolutions as being difficult to accomplish, but who says resolutions can’t be enjoyable? For example, instead of resolving to lose weight or get organized, maybe your New Year’s resolution should be to spend more time with friends or to travel more often. Do yourself a favor and select a resolution that you actually *want* to accomplish and will relish doing.

Resolutions can be business-oriented. The goals you set don’t have to all be personal. You can set specific business-related resolutions and objectives, such as to gain more listings, to network more, or to pursue career development activities.

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.

ELIJAH FAMILY HOMES NEEDS VOLUNTEERS

Elijah Family Homes (EJH) is a 501(c)(3) organization that supports self-sufficiency for those seeking recovery through stable-housing and case management services.

They administer two programs in Benton and Franklin Counties: Transition to Success (TTS) and the Parent Child Assistance Program (PCAP). Both are three-year endeavors with the focus of the first year being on basic life skills, while in years two and three the clients learn more about goal setting, job skills development, and transitional skills for independence. The programs also focus on strengthening parenting skills, health, and personal finance.

Volunteers are an integral part of EJH. A variety of skills and talents are utilized in the day-to-day operation of the organization. If you like to organize events, help with administrative tasks, possess strong listening skills, enjoy helping others experience success and have some time and energy to devote to a great community charity, please consider volunteering.

Help is needed with mentoring, accounting/bookkeeping, marketing, computer work, property maintenance, childcare, fundraising, and more. Monetary donations are also gratefully accepted.

Click [here](#) for more information.



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
Nominations Chair	Trent Hartman
Webmaster	Steve Prevette
Newsletter Editor	Robert Boykin
Publicity Chair	Jo Haberstk
Programs Chair	Vacant
Voice of the Customer Chair	Vacant
Social Media Chair	Vacant

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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.