

CHAIR'S CORNER – In-Person Meeting/Winery Tour September 23 and other Section News

by Denise Clements

We are so excited to be holding our first face-to-face section meeting in over two years!

Our September 23 event will be a site visit/tour at Bookwalter Winery in Richland. It's sure to be a good one, especially since it is wine harvest season, and their quality control manager will be giving us an insider look at how they manage the quality control process for their wines. More information about this event can be found on page 3. Note: [RSVPs](#) are required by September 9, as space may be limited, so be sure to sign up soon.

Please join us for an educational tour and then stay after for some discussions and brainstorming about our upcoming year.

Planning for 2024 is well underway at this time; we have already submitted our Business & Budget Plans to our Regional Director and ASQ. One of our goals, as always, is to provide member value. While ASQ at the national level offers several member benefits, we strive to provide additional value at the local level, including virtual and in-person meetings/events, regular communications (e.g., our monthly newsletters and discussion items in our myASQ Community), and more. We are hoping for more participation from our members next year; your input and ideas will help us to focus on topics that are of the most interest to you.

One of the keys to successful organizations and relationships is thinking ahead and planning for the future. I want to encourage all of you to become more active and involved in our section.

Speaking of involvement ... we need to fill the section leadership team positions for 2024. Please consider stepping up and volunteering to serve in the coming year. The required roles are Chair, Treasurer, Secretary, Membership Chair, and Nominations Chair. Help is always needed in other areas as well, including Programs, Publicity, and Communications. Please contact me - or any of our current leadership team members - if you are interested in helping our section by serving in a leadership role in 2024.

It's great to be positive and hopeful, but hope is neither a strategy nor a plan. Let's get together and establish some next steps for the successful future of our Columbia Basin ASQ section!

Hope to see you all on September 23! - Denise

Special Note for Columbia Basin ASQ section members regarding our September 23 meeting: If you invite and bring a guest (non-ASQ member), your name will be entered into a drawing for a \$25 Visa card. (Be sure to indicate your guest's name when RSVPing.)



CELEBRATE GOOD NEIGHBOR DAY – September 28

Good neighborliness defines how pleasant and comfortable our neighborhood is - neighbors can make or break your experience of living in an area. Being a good neighbor helps us build solid and long-lasting relationships. Good neighbors are like umbrellas on a rainy day, lending a helping hand in times of emergency.

Previous generations tended to engage their neighbors in a lot of activities. They invited them to parties and balls, went riding with them, worked on their farms, invited them over for dinner, and took care of their homes whenever they went away. Nowadays, with everyone's busy schedules and technological advancements, there is often not as much interaction.

In the early 1970s, Becky Mattson of Lakeside, Montana created National Good Neighbor Day as a day to connect with and recognize the importance of strong leaders. President Jimmy Carter later proclaimed it as an official holiday in 1978.

September 28 is Good Neighbor Day. This is a special day set aside to encourage everyone to reach out and get to know your neighbors. It is a blessing to have good neighbors; let's show them how much we appreciate them!

Here are some simple ways to reach out to your neighbors:

- Paint kindness rocks and hide them for your neighbors to find
- Bring in your neighbor's trash can from the curb
- Deliver some home-baked cookies or a cake
- Share extra vegetables or fruit from your garden
- Go on a family walk or bike ride and resolve to say "hello" to everyone you pass
- Offer to rake leaves, weed the flower bed, or other yard work a neighbor may need help with
- Invite a neighboring family over for backyard games, a BBQ, or dessert
- Leave a gift basket when someone has a new baby
- Smile at every single person you see during the day
- Arrange a babysitting swap night with another family
- Have your kids draw pictures for an elderly neighbor and then drop them off with a visit
- Just be friendly!

Remember ... *it's nice to be nice.*

September 13, 2023 Virtual Meeting

DATE:

Wednesday,
September 13, 2023

This is a virtual/Zoom meeting

Time:

6:30 pm – 8:00 pm PDT
(opens for networking at 6 pm)

(check website to confirm times)

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

Join Zoom Meeting:

<http://us06web.zoom.us/j/81164297444>

No registration required; just use the Zoom link. You will be asked to enter your name and e-mail address in the chat to earn RUs for attending.

Any questions? Send an [email](#).

Attendance at this meeting earns RUs toward ASQ recertification.

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

For more information about our ASQ section and other upcoming events, visit our [myASQ Community](#) or www.asq614.org/

Design of Experiments: Theory and Practice



N.T. “Bala” Balakrishnan, MBA, CQE, CSSBB Professor, Cal Poly Pomona

The design of experiments, also known as experiment design or experimental design, is the design of any task that aims to describe and explain the variation of information under conditions that are hypothesized to reflect the variation.

Statistical studies are either experimental or observational. In an experimental study, an experiment is conducted to generate data. This begins with identifying a variable of interest. Then one or more variables thought to be related are identified and controlled, and data are collected about those variables that influence the variable of interest.

In an observational study, the data are usually obtained through sample surveys and not a controlled experiment. Rigorous controls associated with an experimental study are often not possible; in some cases, we may only be able to observe the effects.

There are three types of experimental designs: completely randomized design, randomized block design, and factorial experiment. For each design, a statistical procedure called Analysis of Variance (ANOVA) can be used to analyze the data from an observational study. The variable for which a value is measured or observed in ANOVA is the dependent (response) variable and could be a quantitative variable.

A variable that is observed or controlled for the purpose of determining its effect on the dependent variable is the independent variable. This can be qualitative or quantitative. The independent variable is referred to as a factor, and one or more factors may be involved in the study. The experiment may involve different factor levels; each referred to as a treatment.

This presentation will go into more detail about the methodology of design of experiments and how this can be used in successful implementation of a Quality program.

About the speaker: Professor N.T. “Bala” Balakrishnan has over 40 years of experience in Industry and Academia, having held several positions as Quality Manager, Manufacturing Engineering Manager in companies including United Technologies, IBM, and 3M Standard Abrasives. He is currently a professor in the Technology & Operations Department, College of Business Administration, California State Polytechnic University, Pomona.

Bala has led Kaizen teams and implemented continuous improvement programs, used Design of Experiments to improve processes, conducted process capability studies, reduced cost of quality, and improved effectiveness of operations using Quality Management software.

**NOTE LOCATION, DATE
AND TIME!**

**Saturday,
September 23, 2023**

Please [RSVP](#)
by September 9

LOCATION:

Bookwalter Winery
1695 Malibu PR NE
Richland, Washington
509-627-5000

TIME:

12:45 p.m. - Check in

1:00 p.m. - Tour Begins

There will be an opportunity for
wine tasting (no-host) following
the tour.

**No charge for ASQ or
non-ASQ members**, but space
is limited, so RSVP soon.

NOTE: Closed-toe shoes are
required. Casual attire is
recommended (we will be in a
[red] wine grape processing
facility).

RESERVATIONS REQUIRED:

For planning purposes,
**reservations must be received
by September 9**. Please RSVP
with your name, email, ASQ
affiliation (member and section,
or non-member) to [Denise](#).

For more information about our
ASQ section and other
upcoming events, visit our
[myASQ Community](#) or
www.asq614.org/

“Quality and Winemaking Excellence”



**Site Visit - Tour
Bookwalter Winery**

1695 Malibu PR NE, Richland, Washington

Are you a Cabernet aficionado? Or do you prefer a Chardonnay or Sauvignon Blanc? Everyone has their own preferences when it comes to wine. Some only like red wines, some like whites, and others gravitate to the sweeter wines.

Would you like to learn more about *how* wines are made? Want to find out what is actually done in the processing facility - and the importance of testing, quality assurance, and other requirements?

The story of J. Bookwalter winery is one of deep family roots in Washington State's exciting wine industry and a family heritage in viticulture and winemaking in the Columbia Basin. In operation since 1982, the winery has grown from one of Washington's oldest into one of the Pacific Northwest's most recognized boutique wine brands, relying on exceptional vineyard sources and meticulous winemaking to produce some of the world's finest wines.

Join us September 23 for a special tour at the winery, led by Mitch Atwell, Wine Club & Hospitality Manager. It is expected that we will be able to view full processing of wine grapes delivered that day. We will learn about Bookwalter's quality philosophy as well as the internal quality logistics, procedures, and processes used and implemented throughout the wine grape harvest inspection, acceptance, crushing, testing, and barreling processes.

And, of course, there will be an opportunity to sample (no-host) some of their delicious wines following the tour.

NOTE for Columbia Basin ASQ members: If you invite and bring a guest (non-ASQ member), your name will be entered into a drawing for a \$25 Visa card. (Be sure to indicate your guest's name when RSVPing.)

GET YOUR FREE MONTHLY ASQ MEMBER GIFTS

Be sure to check out the free Member Gifts for the month of September. Each month the focus is on a different aspect of quality, and the gifts include a variety of valuable resources.

You can also earn Recertification Units (RUs) for watching ASQ webinars and videos, reading e-books, etc. Be sure to [access](#) this month's free gifts by September 30.

UPCOMING ASQ CERTIFICATION EXAMS

ASQ Certifications are recognized as a mark of quality excellence in many industries. It is important to understand that certification is not a license or registration. It is peer recognition that an individual has demonstrated proficiency in and comprehension of a particular quality area at a specific point in time.

ASQ certification is awarded to those who meet the three criteria below:

- 1) Have a specified level of education and/or experience
- 2) Provide proof of professionalism
- 3) Pass a standardized exam in the certification area

Applications are now being accepted for ASQ Certification exams scheduled November 1-30. The application deadline is October 8 for the following certifications:

- 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

"Sometimes we're all too quick to count the days that we forget to make the days count."

~ Author Unknown

HOW SUPPLY CHAINS CAN BE MORE RESILIENT IN A POST-PANDEMIC ERA

Joint ASQ Quality Management & Educations Divisions Webinar

September 6 from 3:00 pm to 4:00 pm PDT

Do lingering effects of the global pandemic on your supply chain worry you? This webinar, led by Dr. Goutam Sengupta, may help in understanding the pandemic's effect on supply chains and how to use Lean, Green and Agile mindsets to rejuvenate and add supply chain resilience.

Attendees will learn more about:

- The importance and significance of supply chains
- Issues affecting supply chains due to the pandemic
- The power of Lean, Green, and Agile mindsets to overcome this crisis

There will also be opportunities to brainstorm about feasible solutions to help supply chains combat these issues.

There is no charge, but [registration](#) is required.

MOUSIFY YOUR CULTURE AND MAGNIFY YOUR RESULTS

HRDQ-U Webinar

September 6 from 11:00 am to 12:00 pm PDT

People often think that everything Disney touches is magic. It isn't. It's method. More specifically, it's a methodical culture intentionally focused on five components: Purpose, Priorities, People, Platform, and Process.

In this Disney-inspired session, Lenn Millbower, a 25-year Walt Disney World training leader and author of the book *Care Like a Mouse*, reveals some of the strategies and tactics Walt Disney World has used to align those five components throughout the organization. The result? Method that creates magic.

There is no charge for this webinar, which may help attendees learn how to methodically align their culture and create their own organizational magic. Sign up [here](#).

CALL FOR 2024 COLUMBIA BASIN ASQ SECTION LEADERSHIP TEAM MEMBERS

Your help is needed – Please consider volunteering to serve in one of the important section leadership roles in 2024.

The following positions must be filled in order to continue operations: Chair, Treasurer, Secretary, Membership, Nominations. The time commitment is only a few hours each month.

If you are interested or if you would like more information about the positions, please contact any of our current leadership team members, or send an [email](#).



HOW TO LOG IN AND FIND WHAT YOU NEED ON THE ASQ WEBSITE

Baltimore ASQ Section Virtual Meeting

September 12 from 3:00 pm to 5:30 pm PDT

This meeting will be held as a virtual event starting with the presentation and followed by a “town hall” for the Baltimore section to encourage member input and feedback.

The tutorial topic will be presented by Susan Gorveatte (who presented at our section’s August meeting). The presentation objective is to help ASQ members get the most from their membership, including:

- How to log into asq.org
- How to find content on the website
- Sources for searching content
- How to navigate the body of knowledge

There is no charge to participate in this meeting, but [registration](#) is required by September 10.

ASQ/ASQE VIRTUAL CAREER FAIR

September 14 from 8:00 am to 1:00 pm PDT

The September 14 Virtual Career Fair is an ASQ individual member exclusive event. ASQ strengthens and supports members in their career journey, and this exclusive event will connect you with companies dedicated to quality.

This virtual chat event will connect you directly with organizations from the comfort of your home, office, smartphone, or tablet. The online, cloud-based platform makes it easy and fun to participate.

After signing in, you will be able to explore the available information and opportunities and to participate in one-on-one text-based chats with representatives from participating organizations. You will be able to share your background and experience and get your questions answered.

How it works:

1. Register – create an account and complete the registration form.
2. Explore – view information about participating organizations and opportunities.
3. Attend – Log in and join the chat from any device.
4. Chat – connect with representatives for one-on-one chats.

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



6TH ANNUAL BIKES FOR TIKES FUNDRAISER

**Golf Tournament
September 16 in
Kennewick**

Bikes for Tikes is a non-profit organization dedicated to bringing communities together through bicycle donations.

For over 11 years Bikes for Tikes and Local 598 Plumbers and Pipefitters Union have worked to provide bicycles to community-based organizations in the northwestern United States.

The mostly refurbished bicycles have been distributed to families in crisis, special needs children, and as incentives for performance in nationally ranked educational programs. The mission is to bring communities together, one bike at a time.

This year’s fundraising tournament will be held on September 16 at Canyon Lakes Golf Course in Kennewick. The event features prizes, a 50/50 drawing, live and silent auctions, raffle drawings, a putting contest and other competitions, and a tri-tip and salmon banquet after the tournament. All proceeds benefit Bikes for Tikes.

Cost is \$170 per player or \$600 for a four-person team. To register, click [here](#). To learn more about Bikes for Tikes, click [here](#). You can also make a monetary donation on the website.

ASQ QUALITY INNOVATIONS SUMMIT

September 19-21 in Boston

Quality leads the way for organizations to achieve excellence with a commitment to innovative thinking and continuous improvement. The ASQ Quality Innovations Summit will help attendees achieve organizational excellence in an increasingly complex world. Join industry experts and your quality peers in developing tomorrow’s cutting-edge quality solutions in an engaging and learning environment.

Conference focus areas:

Leadership Excellence: Evolve as a leader and gain skills to successfully tackle change management, integrate the voice of the customer, and create future-facing strategies as you champion a culture of excellence in your organization.

Operational Excellence: Implement new trends in supply chain management, process automation, risk mitigation and more to streamline process improvements and increase efficiency in 2024 and beyond.

Information Excellence: Achieve a proactive digital strategy and break through fragmented data silos after you have mastered the critical skills and programs of the Quality 4.0 era.

Cost for the conference is \$799 for ASQ members or \$999 for non-members. Click [here](#) for more information.

STARWEST CONFERENCE FOR SOFTWARE TESTING AND QUALITY ASSURANCE PROFESSIONALS

October 1-6 – Online or In-Person in Anaheim

The theme for this year's hybrid Starwest conference is "The Future of Testing & Quality."

Learn how to solve existing testing roadblocks or get inspired to tackle new challenges during this year's hybrid conference featuring 75+ talks - including keynotes, trainings, tutorials, and educational sessions. There will also be opportunities to connect with peers through various receptions and parties and to visit the Expo Floor to find providers and solutions to challenges.

Cost for in-person attendance ranges from \$1995 for a two-day conference pass to \$3545 for the full five days of events. For virtual attendance, \$699 includes 12+ concurrent session talks as well as keynotes streamed live and more. There is also a "free" option this year which provides access to keynotes, industry technical presentations, and the virtual Expo. More information about the conference can be found [here](#).

CONTRASTING APPROACHES TO AI ACROSS THE GLOBE

Joint ASQ Innovation & Government Divisions Webinar
October 5 from 3:00 pm to 4:00 pm PDT

Would you like to broaden your understanding of global AI dynamics and discover the threads that bind - and distinguish - AI innovations around the world?

In this webinar, presenter Sunil Jain will analyze government, commercial, and social AI strategies in three key regions - Asia, Europe, and North America. He will share insights into regulatory frameworks, innovation trends, and ethics and privacy considerations that shape AI deployments.

There will also be an opportunity to delve deeper into quality, trustworthiness, and explainability aspects of responsible AI. (For those who may not be aware, explainability of AI is the ability to understand and communicate how an AI system makes decisions, recommendations, or predictions.)

Sunil Jain serves as a Vice President and Chief Security Architect for SAP's Business Technology Platform. He also chairs SAP's worldwide Cryptography Center of Excellence. Sunil specializes in AI, cybersecurity, distributed systems, algorithms, privacy, and policy.

There is no charge for this webinar, but [registration](#) is required.

AI ... CHATGPT ... QUALITY ... AND MORE!

2023 PACIFIC REGION QUALITY CONFERENCE (PRQC)

November 4 from 9:00 am to 5:00 pm PST

Hybrid Event – In-person (Carson, CA) or Virtual

ASQ's Pacific Region consists of 20 member units (sections) and thousands of members in the states of California, Oregon, Washington (including our Columbia Basin section), Alaska, and Hawaii. It also includes the Tijuana, Mexico geographic community.

The annual quality conference provides a forum for like-minded professionals to share ideas and learn from workshops and presentations resulting in enhancements to personal development and business acumen and building on the foundation of quality. Spread the word among your coworkers, friends, or others you know.

The conference theme is "Quality and Artificial Intelligence (AI) in the New Era" with a sub-theme of "Quality out of the Box."

This year's focus areas include:

Embracing AI Applications in Quality: Novel applications of Artificial Intelligence (AI) for improving and futureproofing quality operations through digital transformation.

NextGen and AI: How artificial intelligence can be helpful to a successful career in Quality for Next-Gen Professionals. How companies can utilize the next generation's unique skill set to maximize the power of AI or help accelerate quality training for the Next-Gen workforce.

Applying ChatGPT in Quality: How the seemingly limitless possibilities of ChatGPT can be harnessed to improve and streamline current quality practices. Finding new ways to leverage ChatGPT to add value and skills to the current quality workforce. This tool can be used by quality professionals for learning, coding, interviews, test scenarios, data generation, and code reviews.

Registration will begin in mid-September. The price has not been finalized but is expected to be around \$75-\$80. More information can be found [here](#).

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.

FACILITATING RELATIONSHIPS AND CONVERSATIONS BETWEEN DIFFERENT GENERATIONS

FreeFuse Session featuring Zac Jarrad and Doug Wood

This FreeFuse video (available on demand) discusses how to facilitate relationships and conversations between different generations and the importance of asking good questions and understanding different communication preferences and cultural backgrounds, active listening and gathering valuable insights, and the need to bridge the gap between different generations and bring people together.

Zac Jarrad and Doug Wood have presented at several ASQ section meetings on a variety of topics. Zac Jarrad has worked over 20 years in gaming, leading teams, and managing projects. He has also presented at several local, regional, and national conferences and holds eight ASQ and PMI certifications. Doug Wood has over 40 years of experience in the areas of cost of quality, office waste, root cause analysis, and performance measurement. He has taught these subjects as well as auditing, Lean, Six Sigma, statistics, and failure modes and effects analysis, and holds five ASQ certifications.

Click [here](#) to view the video.



BACK TO SCHOOL TIPS

(from Skagit County Sheriff's Office)

It's that time of year again!

Here are a few tips for parents and children:

- It will likely be a bit dark in the morning when the school bus stops so make sure kids are aware of their surroundings and wear a bright colored jacket
- Glow sticks are great for darker hours and can be hooked to clothing and backpacks
- Remind kids to stay off the traveled portion of the roadway as people in cars are also just starting to get used to them walking in the early morning hours
- For those who may need to cross a street on their way to a bus stop or school, walk the route and locate the nearest crosswalk(s) to help them navigate safely
- Ear buds are very popular these days, but can also affect hearing (e.g., a car horn), so be sure to discuss this
- Discuss other safety issues, including not talking to strangers that may drive up to them at the bus stop or while they are walking to or from school

2023 COLUMBIA BASIN ASQ LEADERSHIP TEAM January 1 - December 31, 2023

Section Chair	Denise Clements
Secretary	Jill Connolly
Treasurer	Robert Boykin
Membership Chair	Eric Clements
Nominations Chair	Jo Haberstk
Newsletter Editor	Robert Boykin
Programs Chair	Eric Clements
Publicity Chair	Jo Haberstk
Webmaster	Steve Prevette
Voice of the Customer Chair	Vacant
Social Media Chair	Vacant
Education Chair	Vacant
Social Media Chair	Vacant

A LITTLE FALL FUN ...



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 25th of the month.