

## CHAIR'S CORNER – HELLO FALL!

by Denise Clements

Welcome to Fall! Seems like we were just welcoming in Spring and Summer, doesn't it?

We had a great site visit to Bookwalter Winery in September. Thank you to everyone who participated. We will be heading back to virtual monthly meetings for October and November.

October will focus on Risk Management and how to easily think about risks, and manage, mitigate, and determine effectiveness of the mitigation. With risk management in mind, there are several risks to manage as we move into the Fall and Winter seasons.

**Fireplace risk management.** Inspect your fireplace before lighting the first fire. If you have a fireplace in your home, be sure to have it cleaned and inspected before lighting your first fire of the season.

**Candle risk management.** While glowing candles make any environment feel cozier, remember to keep burning candles away from anything that could burn, such as curtains, bedding, or books. And always extinguish candles before going to bed or leaving the house.

**Roadway risk management.** School buses, students on bicycles, and teen drivers are out on the roads. Slow down and take extra care to look for children in school zones, near playgrounds and residential areas.

**Winter yard risk management.** You've enjoyed your beautiful lawn and garden all summer, but now is the time to prepare it for cold weather. Leaf blowers can be loud and blow more than just leaves, so be sure to wear eye and hearing protection to keep you safe from flying debris and preserve your hearing from the dangerous effects of repeated exposure to loud noises.

**Ladder risk management.** Falling is one of the most common reasons for trips to the emergency room. If you plan to clean out your gutters, work as a team when using the ladder. Ladders can buckle or slip, so have someone else hold the ladder as you climb up and down.

Let's all think about our Fall and Winter risks and develop risk mitigation/management plans to make sure that we get through the seasons safely and without issue.

- Denise

## OVERCOMING RESISTANCE TO RISK MANAGEMENT INITIATIVES

(excerpted from an article on LinkedIn)

Risk management is a vital skill for anyone who wants to achieve their goals and avoid potential pitfalls. However, not everyone in your team or organization may share your enthusiasm for identifying and mitigating risks. Some may resist risk management initiatives because they fear change, lack trust, or prefer the status quo. How can you overcome resistance and foster a positive risk culture and communication? Here are some tips that may help.

**Understand the sources of resistance:** To overcome resistance, it is important to understand the motivation(s) behind it. Then you can adjust your approach to meet the specific needs and concerns of stakeholders.

**Communicate the benefits and value of risk management:** Show them how it can help achieve their objectives and improve their performance. Create a clear and compelling vision for risk management, linking it to the mission, vision, and values of the organization. This will help increase the awareness, understanding, and buy-in of stakeholders.

**Involve and empower stakeholders:** Seek input and feedback from stakeholders on risk identification, assessment, and response. Encourage collaboration and dialogue among different groups and perspectives, provide training and coaching on risk management skills and tools, delegate authority and responsibility for risk management actions and outcomes, and create a supportive and trusting environment for risk taking and learning. Solicit and incorporate lessons learned and best practices.

**Address and overcome barriers and challenges:** Try to anticipate potential issues or conflicts. Start by identifying and prioritizing the key risks and their impact and likelihood, then develop and implement risk management plans and contingency plans. Communicate the status and results of risk management to stakeholders, escalating any problems or risks that require higher-level attention or intervention

**Reinforce and sustain a positive risk culture and communication:** Establish and enforce clear risk management policies, integrate risk management with other processes, request feedback, identify gaps, celebrate successes, and promote a risk management mindset. By doing this, you create a culture that supports your leadership development and organizational goals.

Read the full article [here](#). And check out additional articles on the [Leadership Development group site on LinkedIn](#)

# Invitation from Ottawa Valley ASQ Section October 5, 2023 Webinar

**DATE:**

Thursday,  
October 5, 2023

## Integrated Logistics Support

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

**Time:**

9:00 a.m. – 10:00 a.m. PDT

(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 0.1 RU toward ASQ recertification.

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

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



### Jonathan Butler AJISS Supportability Manager, Thales

What is Integrated Logistics Support (ILS)? For defense, it's ensuring that the optimum mission system is delivered to the end user in the best possible condition with the ability to fulfill its designed mission role under the stated operational conditions as per its intended mission profile.

Reliability, Availability, and Maintainability (RAM) are the backbones of every ILS program.

This presentation will likely be of special interest to individuals involved in reliability and systems engineering. These elements range from engineering and maintenance support, supply support, training support, technical data, personnel, facilities, packaging, handling, storage, and preservation (PHS&T), support and test equipment, computer support, and disposal. The presentation will be fairly high-level and will aim to give the viewers an overview of the elements of logistics support and some examples of how it can be applied and the tools that can be used.

*About the speaker:* Jonathan Butler is an industry-experienced professional who currently works for Thales as AJISS (Arctic and Offshore Patrol Ship/Joint Support Ship In-Service Support Supportability) Manager. He has over 20 years of experience in structures, mechanical systems, reliability and maintainability and integrated logistics support analysis. He has worked on naval vessels and aircraft defense platforms for the Canadian Department of National Defense.

Jonathan holds Master's degrees in Technology Management, Engineering and Applied Science from Memorial University, as well as a Bachelor of Engineering Technology (Manufacturing) and Diploma in Mechanical Engineering Technology from Cape Breton University. He is a Senior Member of ASQ and an ASQ Certified Reliability Engineer.

**DATE:**

Wednesday,  
October 18, 2023

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

**TIME:**

6:00 p.m. to 7:30 p.m. 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 15 for planning purposes and to receive RU credit following the meeting.

Attendance at this meeting earns RUs toward ASQ recertification.

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

## The Practical Side of Risk Management



### Denise Clements, CMQ-QE Vice President, Quality Director Americas, AECOM

Managing risks is a daily activity that we all do – sometimes without thinking about it. For example, how many of you use your seat belts while driving? This is a risk mitigation activity to help you get to your end destination in a safe manner.

While we do some risk management activities without much thought, this month's meeting will discuss four steps (assess, plan, document, and evaluate) to a risk management approach using practical approaches that can be used on the simplest or most complex of projects or activities.

Success in risk management relies on collaborating with everyone involved with the activity and always being sure to consider "what could go wrong."

Our session will include an overview of how to manage risks, followed by a brainstorming session to complete our own risk register.

Please join us to discuss and learn more about the practical side of risk management.

*About the speaker:* Denise Clements is the Vice President, Quality Director Americas, for AECOM. She also sits on the Global Integrated Management System (IMS) Steering Committee representing the global Design & Consulting Services Business, which implements, maintains, and improves the various components of AECOM's operations, providing a common global system for use on all AECOM projects.

Denise's career began as a mechanical engineer in the nuclear industry. Later, as part-owner of a small engineering-fabrication firm, she developed its nuclear quality assurance program compliant with ASME NQA-1 and managed the fabrication shop operations. Shortly after joining AECOM in 2000, Denise was named Chief Quality Officer for one of AECOM's early operating companies, DMJM Holmes & Narver. In that role, she successfully introduced the first ISO 9001-certified quality management system for the company. In subsequent years as operating companies merged and dissolved and AECOM grew not only organically but also by acquisition, she successfully led multiple mergers of disparate quality management systems into a coherent whole, all while maintaining the ISO 9001 certification. Denise also worked with AECOM developers to program systems for streamlining project management workflows, internal auditing through online tools linked to the financial system for analysis, and a supplier prequalification tool.

## LAST CALL FOR 2024 COLUMBIA BASIN ASQ SECTION LEADERSHIP TEAM MEMBERS

Required Positions must be filled by October 30

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

The following positions must be filled by October 30 in order to continue section operations: Chair, Treasurer, Secretary, Membership, and Nominations. The time commitment is usually no more than a few hours each month. Help is also needed with other section activities including recruiting, programs, publicity, and section outreach.

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

## GET YOUR FREE MONTHLY MEMBER GIFTS

Be sure to check out the free Member Gifts this month! Every 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

## 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, remember - ASQ members save \$100 off the usual (non-member) fee for each exam.

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

[access](#) this month's free gifts by October 31.

## OKTOBERFEAST – OUTFRACING SENIOR HUNGER

Mid-Columbia Meals on Wheels Annual Fundraiser 5k Run  
October 7 from 10:00 a.m. to 2:00 p.m. PDT

Mid-Columbia Meals on Wheels invites everyone to participate in Oktoberfest 2023, a fun-filled 5k fun run on October 7 along the Columbia River in Kennewick. There will be snacks along the course.

After the run, there will be even more fun, with a Bavarian-style lunch prepared by the Meals on Wheels Kitchen Team, a Kid's Zone, dog corner with snacks for the pups, beer garden featuring local craft beer (root beer also available), tuba-tastic tunes by The Tubadors, and much more.

All proceeds from this event benefit Mid-Columbia Meals on Wheels, an agency that provides nutritious meals to older adults throughout Benton and Franklin Counties.

The 2023 Registration Bundle (\$50) includes entry to the race, lunch, your first drink, a collectible beer mug, and a collectible t-shirt. Bringing your pup? Be sure to add on the dog bandana option so you and your pooch can match on and off the course!

Other registration options include the 5k only (\$10) or the 10-and-under free option for kids (5k and lunch).

Additional information can be found [here](#), or call 509-735-1911.



## RIVERFEST 2023

October 7 from 10:00 a.m. to 3:00 p.m. PDT  
Columbia Park – Kennewick

Looking for a fun and free family event? Check out RiverFest on October 7 in Columbia Park.

Businesses, community organizations and people from all walks of life throughout the region have joined together to host this year's event.

Learn more about the four lower Snake River dams including navigation, irrigation, recreation, and power. Celebrate our rivers, learn why hydropower is important, view educational exhibits and hands-on learning experiences, and more. There will be food vendors, music, and entertainment.

Additional information can be found [here](#).

## CRISIS COMMUNICATIONS TRICKS & TREATS

### PRSA Online Webinar

October 12 from 12:00 p.m. to 1:00 p.m. PDT

Learn strategies for managing your organization's reputation when haunted by crisis and high-stress situations. Debunk common misconceptions and hear case studies from crisis communication experts.

Cost for this online webinar sponsored by the Mid-Columbia Public Relations Society of America (PRSA) is \$15. More information is available [here](#).

## **SIGN HOMECOMING GALA: A NIGHT TO INSPIRE HEALING**

### **Fundraiser for SIGN Fracture Care**

**October 12 from 5:15 p.m. to 8:30 p.m. PDT in Kennewick**

The vision of SIGN Fracture Care is to create equality of fracture care throughout the world. Their mission is to give the injured poor access to fracture surgery by donating orthopaedic education and implant systems to surgeons in developing countries.

From Dr. Lewis Zirkle, SIGN Founder: "Treating long bone fractures in developing countries is like climbing a mountain. Since SIGN started in 1999, we have been taking small steps and making constant improvements. Now, we have reached the peak. We have largely solved the problem of how to treat those injuries. But reaching the peak of the mountain revealed more mountains to climb. We are still learning and improving as we take on these new challenges."

SIGN's annual Homecoming Gala, "A Night to Inspire Healing," will be held October 12 at the Three Rivers Convention Center in Kennewick. This is a unique opportunity to meet with 70 SIGN surgeons who will be in town for the annual SIGN Conference. There will be opportunities to:

- Hear from SIGN Founder and President, Dr. Lewis Zirkle
- Hear from two SIGN surgeons about their patients and hospitals
- See demonstrations of SIGN implants, Instruments, and techniques by SIGN surgeons
- Talk directly with the surgeons who put your donations into action
- Participate in the Raise the Paddle event to benefit SIGN

Cost is \$75/person, which also includes dinner and silent and live auctions. Additional information can be found [here](#).

## **THE POWER OF CONNECTION**

### **Columbia Basin College Scholarship Fundraiser**

**October 12 from 6:00 p.m. to 9:00 p.m. PDT in Pasco**

The mission of Columbia Basin College (CBC) is to inspire, educate, and support all students in an environment of academic excellence leading to the completion of degrees, certifications, and educational transfers, while fostering meaningful employment, engaged citizenship, and a lifelong joy of learning. The CBC Foundation provides opportunities for others in the community to invest in the educational mission of CBC. Such support ensures that students receive scholarships and wrap-around support services needed to help them be successful. Through the generosity of donors, the foundation has awarded more than \$10 million in scholarships and provided nearly \$12 million in support of CBC programs and priorities.

Everyone is invited to join the fun at the annual "Power of Connection" fundraiser event on October 12 at the Pasco Red Lion. Cost is \$150/person, and includes dinner, games, silent and live auctions, and opportunities to win prizes. Get more information and purchase tickets [here](#).

## **GUIDE TO UNDERSTANDING THE COST OF POOR QUALITY**

### **Free Guide from ETQ**

Cost of poor quality (COPQ) isn't merely a buzz phrase making the rounds. It's an issue that can affect any manufacturing organization and has severe implications for top and bottom-line financial results. However, the concept is little understood and the remedies to mitigate its impact are not well-known nor as widely applied as they should be.

Issues happen, people make mistakes and things go wrong, but these instances should be monitored and controlled to minimize their regularity. They should be so infrequent that they have zero impact on overall business performance and processes established and that future products or services will never incur the same cost of poor quality.

Download this free guide from ETQ to learn:

- Why it is critical to mitigate the cost of poor quality in order to minimize business disruption
- The process of identifying and addressing potential problems in your organization
- The four categories of the cost of poor quality

More information is available [here](#).

## **TRANSFORM PERFORMANCE TESTING WITH THE LATEST ADVANCEMENTS IN AI**

### **Free Techwell Webinar**

**October 17 from 11:00 a.m. to 12:00 p.m. PDT**

For countless testing teams, the tedium of test data generation, application, and maintenance can be summed up in one word: frustrating. While test data is essential in testing, it can often be a time-consuming and inefficient process to use properly.

In this webinar, testing expert Keith Puzey will provide an in-depth overview of how teams can leverage test data in their testing strategy in a new and improved way. What once took testers days now only takes a few minutes.

Paired with the power of the latest advancements of AI, Keith will share how your team can save significant amounts of time, money, and resources with flexible and intelligent test data.

Get more information and register [here](#).

## **QUOTE OF THE MONTH**

"If you want to find a path with no obstacles, it probably won't lead you anywhere."

~ Author Unknown

## A DAY OF DEVELOPMENT – WITH JON GORDON

October 19 in Charlotte, NC or November 9 in Phoenix, AZ

Would you like to learn more about leading with vision and mission, how to remove negativity, how to enhance resilience and mental toughness, and how to build a united and committed team?

Jon Gordon, author of *The Energy Bus*, *The Power of Positive Leadership*, and *The Power of a Positive Team*, will lead this one-day event. Learn how to create a competitive advantage by discovering evidence-based best practices that have been utilized by many top leaders, high achievers, and organizations (businesses, pro sports teams, school districts, non-profit, health care) to create amazing results. Participants will leave with a personal action plan to enhance their career, team, and organization.

Cost is \$695 for the in-person event. A similar event is also being offered virtually on December 4. More information is available [here](#).

## ITALIAN DINNER FUNDRAISER FOR OPERATION WE CARE

October 21 in West Richland  
6:00 p.m. to 10:00 p.m. PDT

Operation We Care Tri-Cities is a locally founded non-profit organization that assists local displaced families, veterans, seniors, and first responders in need.

Everyone is invited to their 2023 fundraising event, which includes an Italian dinner, basket drawings, dancing, drinks and raising money for a good cause. The event will be held at the Mayfield Gathering Place in West Richland.

Proceeds go to the Operation We Care Holiday Family program, which helps provide pantry items, clothing, and gifts to those in need.

Tickets are \$35/person, \$60/couple, or \$250 for a table of eight. More information about Operation We Care Tri-Cities and where to purchase tickets 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.

## MAXIMIZING THE VALUE OF YOUR TEST AUTOMATION WITH AI

Free Techwell Webinar

October 26 from 11:00 a.m. to 12:00 p.m. PDT

Many software teams adopt test automation programs, particularly those supported by a paid tool, by measuring overall cost or time savings. These benefits, however, can be difficult to measure, even with the added assistance supplied by an AI-powered platform. Are these truly the right measures for teams to understand the pay-off?

The true return on investing in a generative AI-based test automation platform may be better measured by the powerful yet unsung heroes of Generative AI-based test automation. What are these benefits?

- Unprecedented levels of coverage, as captured by measuring Application Coverage™
- Enabling your team to contribute more strategically
- Enhancing visibility into overall quality
- Massively reducing risk

Register [here](#) for this live event to learn more about how generative AI in testing can greatly increase the value of your efforts.

## 2023 ASQ AUDIT DIVISION CONFERENCE

November 2-3 in Reno

The 29th ASQ Audit Division conference is sure to deliver content of interest to a broad range of auditing and quality professionals. The theme is "The Future in Auditing."

- Three keynote speakers (Lance B. Coleman, Sr., Heather Wade, Erin Urban)
- Four tracks of educational sessions & speakers (including Susan Gorveatte, our August presenter)
- Audit Jeopardy
- Networking opportunities
- Bookstore
- Meals and an evening Gala with buffet, music, and dancing

Attendees receive 2.0 RUs for the 2-day event. Cost is \$999 for ASQ members or \$1199 for non-members. There will also be workshops offered on October 31-November 1 (additional cost). For more information and to register, click [here](#).

**2023 PACIFIC REGION QUALITY CONFERENCE:  
QUALITY AND AI IN THE NEW ERA**

**November 4 from 8:00 a.m. to 5:00 p.m. PST**  
**Hybrid Event – Virtual or In-person (Carson, CA)**

The annual Pacific Region Quality Conference (PRQC) 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.

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.

This year’s conference theme is “Quality and Artificial Intelligence (AI) in the New Era” with a sub-theme of “Quality out of the Box.” Focus areas are:

- Embracing AI Applications in Quality
- NextGen and AI
- Applying ChatGPT in Quality

The conference keynote speaker will be **Kandy Samy**, Microsoft Director, who will present “Generative AI: New Age of Intelligence.”

Other featured speakers and topics:

**Prasanth Ramakrishnan:** “Process Improvement Quality and Risk Management in the Digital Era”

**Tushar Kant:** “Quality Challenges & Opportunities in Emerging Technologies”

**Ronald Kelley:** “Leveraging ChatGPT in Quality: Unleashing the Power of AI for Better Problem Solving and Data Analysis”

**Barrett Craner:** “Disaster Prevention and Recovery Planning, including Covid and AI”

Registration is now open. The cost is \$50 for in-person attendance, or \$20 for virtual/remote participants. The registration form and more information can be found [here](#).

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

<b>Section Chair</b>	Denise Clements
<b>Secretary</b>	Jill Connolly
<b>Treasurer</b>	Robert Boykin
<b>Membership Chair</b>	Eric Clements
<b>Nominations Chair</b>	Jo Haberstock
<b>Newsletter Editor</b>	Robert Boykin
<b>Programs Chair</b>	Eric Clements
<b>Publicity Chair</b>	Jo Haberstock
<b>Webmaster</b>	Steve Prevette
<b>Voice of the Customer Chair</b>	Vacant
<b>Social Media Chair</b>	Vacant
<b>Education 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 28th of the month.

