

AS THE YEAR COMES TO A CLOSE ...

As the New Year approaches, we are pleased to announce our 2024 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	Jill Connolly
Treasurer	Cindy Taylor
Membership	Eric Clements
Nominations	Emily Wilson
Programs	Eric Clements
Publicity	Jo Haberstock
Newsletter	Robert Boykin
Webmaster	Steve Prevette

Many thanks to those who served in 2023. The team’s efforts resulted in all of our planned goals being accomplished. We held regular (virtual) meetings via Microsoft Teams and also had a great in-person site visit to a local winery in September. Our monthly newsletter, our website, and our myASQ Community site allowed for high quality communications and discussions with our members and friends throughout the year.

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

We also want to hear from you about the topics you are most interested in. If you have ideas for future speakers, or if you know of a local company that would like to host a site visit, please let us know.

Happy Holidays, and all the best to you and yours in the coming year!

THE END (OF 2023) IS NEAR ...

by Jo Haberstock

Soon it will be [Auld Lang Syne](#) time once again.

The countdown to Christmas is officially underway - can you believe it? How are you dealing with (cue music) the most wonderful time of the year? The holidays can be great, with opportunities to visit with family and friends you may not see very often, but there is also the “hustle and bustle” (not to mention the city sidewalks, busy sidewalks, and shoppers, and baking, and parties, and on and on). Some people also feel an added pressure, often self-imposed, that everything needs to be perfect. It can be a lot to deal with. Here are a few tips for savoring this “merry” time of the year:

Take a breather every so often. Home is a great place to be, but if all the relatives are there for a week, it can start to feel a bit confining. Make a run to the store, walk the dog – any excuse will do – just get outside for a while and get some air.

You don't have to accept every holiday invitation. Of course, you want to do things with friends, but you don't have to do it all. Only say yes to the invitations that really made you smile when you received them. And don't worry about bringing the perfect hostess gift. True friends really just want to spend time with you. But if you want to bring something, wine or sparkling cider is easy, or a loaf of cranberry-orange bread, or a holiday candle.

Keep it simple. The holiday decoration police are not going to show up at your front door and belittle you for not having as many lights as the neighbors down the street. Ditto for inside – even if you have five boxes of décor in the garage, including three nativity scenes, a village of porcelain houses and little tap-dancing elves, you do not have to put them all on display every year. (My elves are really cute, though!)

I probably should have written this article last month. But, when you think about it, the general ideas apply year-round. So, keep them in mind when looking forward to 2024 and (for those who do so) making your New Year's Resolutions. “Keep it simple” is a great mantra for the coming year.

Merry Christmas and Happy New Year!

- Jo

Invitation from ASQ Greater Houston Section December 14, 2023 Virtual Event

DATE:

Thursday,
December 14, 2023

Increasing Impact in Turbulent Times

This is a virtual/online
Webinar.

Time:

4:00 pm – 6:00 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](#).**

**Attendance at this
professional development
session earns 1.0 RU toward
ASQ recertification.**

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



Erin Urban, LSSBB

Certified Professional Success & Neuro Leadership Coach

Feeling a bit overwhelmed by today's ever-changing and always challenging environment? Would you like to find more clarity and calm while boosting your confidence?

Join Coach Erin Urban in a cutting-edge conversation to help elevate your impact as a Quality professional in the "never normal" workplace. Leverage simple science-based strategies to navigate shifting expectations, difficult discussions, and near-constant uncertainty more effectively. Learn what tactics are most effective for managing the NOW so you can be prepared for what's NEXT.

Erin will discuss how Quality professionals can best lead change in a change-saturated environment. Gain a sneak peek into the workplace of the future. Learn more about how to maintain balance during stressful cycles and what core principles are required to influence a cynical (and overwhelming) workplace.

Note: This is a special two-hour session. Attendees will receive 1.0 RU.

About the speaker: Erin Urban is an accomplished international speaker who has presented topics on elevating impact, well-being, 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 (LSSBB).

Invitation from ASQ Automotive Division December 19, 2023 Webinar

DATE:
Tuesday,
December 19, 2023

Practical Applications of Reliability (Quality over Time)

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



Ha Dao, ASQ Fellow
Technical Quality Manager, Emerson (retired)

TIME:
4:00 pm to 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 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 webinar as you use when registering in order to receive the RUs. You must register and join virtually to receive RUs.

For more information about ASQ's Automotive Division, click [here](#).

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

Why use reliability?

Reliability techniques help to answer questions such as:

What is the expected life of a product? Does this product meet the reliability requirements? How many more failures are we expecting in the next month? What are the warranty costs? How do the design changes affect product reliability?

This webinar will provide a practical view of Reliability as it relates to Quality and Customer Experience. You will gain an understanding of reliability main concepts and the applications of reliability methods and learn to determine the lifetime characteristics of a product using both graphical and analysis methods. Several hands-on examples of Weibull Analysis and Interpretations will be included.

Other topics to be covered include Bathtub Curve, Weibull Distribution, Analysis and Graphical Interpretations, Failure Forecasting, Censored and Suspended Data, Sample Sizes, Tips and Tricks, Case Studies using SuperSmith, Minitab, and Weibull++ Software.

About the speaker: Ha Dao, ASQ Fellow, retired from Emerson as Technical Quality Manager, where he was responsible for development and deployment of an enterprise approach to Quality Excellence (Quality, Reliability & Customer Experience). He is an experienced Quality professional, with the following certifications: Shainin Red X Master, Shainin Red X Reliability Engineer, Exemplar Global Certified QMS Lead Auditor, ASQ Certified Six Sigma Black Belt, CQE & CQA. Ha holds a BSME and a Master of Science in Management Science. With over 25 years of diversified experience, he has also worked for General Motors, Delphi Corporation, UTC Aerospace and SSA & Company (formerly Six Sigma Academy).

Ha is a member of the ASQ Board of Directors and a National Director with the Technical Communities Council. Other roles within ASQ have included co-chair of ASQ's Strategic Planning Committee, Strategy Deployment Committee Chair, ITAG Chair, TCC Group Chair, Group Facilitator, Auto Division Chair, Nominating Committee Member and Regional Councilor of the Reliability & Risk Division.

GET YOUR DECEMBER FREE GIFTS!

Be sure to check out the free ASQ 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 [access](#) this month's free gifts by December 31.

ARE YOU MAKING THE MOST OF YOUR ASQ MEMBERSHIP?

Are you Active in myASQ?

The myASQ platform offers all ASQ members easily accessible information, meaningful networking, and interaction with like-minded quality professionals. It is a centralized, online resource designed to support members in learning and using quality tools.

If you have not already done so, please take a few minutes to log in, create a profile, and explore. Our Columbia Basin section has an active, public ASQ Community there - check it out [here](#).

You can also access information about other ASQ sections, upcoming events (virtual and in-person meetings, webinars, conferences and more) in the myASQ Community.

UPCOMING ASQ CERTIFICATION EXAMS

Applications are now being accepted for the following exams scheduled for February 1-29, 2024. The application deadline is January 7.

- 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.

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

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

2023 ASQE INSIGHTS ON EXCELLENCE CATEGORY STUDY - VOICE OF CUSTOMER AND LEADERSHIP

ASQE Report Now Available

The world is changing rapidly, and the desires and expectations of customers are changing with it. Much of what was forward-thinking even five years ago is now considered the norm, and what differentiates the success of one business from another is often who can meet or, better yet, exceed customer expectations the fastest. To do that, organizations must understand what their customers currently want while anticipating what they will need in the future.

To stay on top of customer needs and market trends, effective leadership needs to understand the complex, interconnected requirements of the customer, the capability of their workforce, the real versus perceived value of innovative tech options, and the vulnerabilities that new tech can introduce.

In this Category Study, ASQE explores the connectivity of two Insights on Excellence® (IoE) categories - Voice of Customer and Leadership - providing a deeper look at significant data and key findings to complement the larger suite of IoE research.

Some interesting findings:

- 51% of respondents chose 'delays from suppliers' as the most selected ongoing quality issue in 2022
- 44% of respondents indicated that their organizations will be increasing the involvement of Quality professionals in environmental, social, and governance (ESG) initiatives in the next three years
- 32% of Quality professionals selected 'lack of certification training in quality methodologies' for employees as a top workforce challenge in 2022
- Only 29% of 2020-2022 IoE respondents completely agreed that their organizations have committed to future investments in digital or Industry 4.0

ASQ members can access the full document, which includes conclusions and resources [here](#). Non-members can request access to the information [here](#).

QUOTE OF THE MONTH

"Success is not final; failure is not fatal: it is the courage to continue that counts."

~ Winston Churchill

THE CONFLUENCE PROJECT

Columbia Basin Project Management Institute (PMI) Hybrid Meeting

December 5 from 5:30 pm to 8:00 pm PST (in-person)

Virtual meeting/presentation starts at 6:30 pm PST

Colin Fogarty has always been drawn to the notion that we are surrounded by history and that it is up to us to see it. As a public radio journalist at Oregon Public Broadcasting, his stories were heard frequently on NPR, and he won regional and national awards. He covered state and regional politics, Oregon's landmark Death with Dignity law, the bankruptcy of the Archdiocese of Portland and many other issues.

Along the way, Colin kept returning to the theme of history and its role in our everyday lives. He produced stories on the Columbia River's Indigenous cultures, Lewis and Clark, and the silencing of Celilo Falls. Colin spent the last seven years of his public radio career as regional editor of public radio's Northwest News Network, where he managed a team of reporters covering the issues and state legislatures in Washington, Oregon, and Idaho.

In 2014 Colin became executive director of Confluence, a community-supported nonprofit with the mission to connect people to the history, living cultures, and ecology of the Columbia River system through Indigenous voices. His presentation will focus on how they strive to do this, by working through art landscapes, educational programs, and public gatherings in a collaborative effort.

Cost for on-site attendance is \$40; virtual [registration](#) is \$10. More information about the Confluence Project can be found [here](#).

DOUBLE YOUR IMPACT IN DECEMBER

Support SIGN Fracture Care

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.

Patients in these developing countries would have severe disabilities due to their fractures if their surgeons were not well-trained and have access to SIGN implants. These surgeons understand fracture principles and enthusiastically treat those in need using sophisticated equipment.

Donors are essential to the network as the number of SIGN programs and different implants increases. SIGN is a registered non-profit corporation; 90% percent of their 2022 budget went directly to supply the SIGN surgeons with the implants and training needed to care for their patients.

In the holiday season and spirit of giving, all donations received through December 31 will be matched, up to a total of \$500,000. You can learn more about SIGN and make a donation [here](#).

PREVENTING SEXUAL HARASSMENT IN THE WORKPLACE

HRDQ-U Webinar

December 20 from 11:00 am to 12 noon PST

This webinar, presented by Peter R. Garber, is designed to give participants a better understanding of what is and is not permissible concerning people's behaviors in the workplace. The program defines sexual and other forms of harassment, and what to do if participants or a coworker become a victim of this unwanted behavior. Examples and scenarios will be presented depicting several types of sexual harassment and what should be done in these situations.

An important theme throughout the program is that regardless of the harasser's position in the organization, he or she should be held to the same rules and standards concerning sexual harassment as everyone else.

How leaders conduct themselves concerning conforming to the established harassment policies in the company can have a major impact on the behaviors of those in their reporting hierarchies. There cannot be a "do as I say, not as I do" prevailing practice throughout the organization. Leaders must set the example for appropriate behavior in their workplaces at all times.

Victims of sexual harassment often fear retaliation for reporting such behavior. It is this fear of retaliation that keeps many from doing so, especially when it involves their boss or someone in a higher position in the organization. As a result, the percentage of incidents of sexual harassment that go unreported each year is shocking. The assorted reasons for this occurring will be presented and discussed during the program.

There is no charge for this webinar; register [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.



SOFT SKILLS FOR SUCCESS

January 17 from 6:00 pm to 7:30 pm PST

ASQ Pacific Region Virtual Meeting

Mark your calendar now for this January meeting! More information will be provided in our next newsletter.

Presenter Dr. Manu K. Vora will share information on Soft Skills in life for students and professionals, including:

- Communication
- Leadership
- Decision Making
- Time Management
- Teamwork
- Problem Solving
- Project Management
- Change Management

Dr. Vora received his B.Tech. (Honours) in chemical engineering from IIT (BHU) in 1968, M.S. (1970) and Ph.D. (1975) in chemical engineering from Illinois Institute of Technology, Chicago, and MBA with Marketing Management (1985) from Keller Graduate School of Management, Chicago. He is a past Vice President of ASQ and an ASQ Fellow. He is a sought-after speaker on business excellence and quality management with over 1300 presentations globally and over 75 scholarly publications. Dr. Vora has written over 50 blog posts on quality management and has delivered TEDx Talks. Since 2013, he has taught soft skills using technology to 1.2 million people.

ASQ LEAN AND SIX SIGMA CONFERENCE: ACHIEVING LASTING IMPACT

February 18-20, 2024 in Phoenix

The application of Lean and Six Sigma methodologies is an essential strategy for organizations to achieve positive and sustainable change through continuous improvement. ASQ's Lean and Six Sigma Conference empowers quality professionals to expand their contributions beyond daily problem solving to realize lasting organizational excellence.

Conference presenters include Dan Zrymiak, David Fetterman, Manny Veloso, Roberta Pek, Peg Pennington, Felix Veroya, Steve Beauchamp, Amy Szabo, and more. Participants will learn to apply proven tools and upskill in the methodologies that lead to lasting, impactful outcomes, including:

- Developing the Leadership Skillset
- Mastering and Sharing Fundamentals
- Understanding Data's Impact
- Sustaining Changes

Early bird pricing (through December 31) is \$875 for ASQ members and \$1175 for non-members. Registration includes live in-person access to 32 concurrent sessions, three keynotes, six workshops, networking, and more. Additional information about the conference is available [here](#).



CALL FOR NOMINATIONS FOR 2024 MARTIN LUTHER KING, JR. SPIRIT AWARD

Deadline: December 15

The Martin Luther King Jr. Spirit Award seeks to recognize a local student, staff, faculty or community member, whose contributions to society reflect the spirit, philosophy, and teachings of Dr. Martin Luther King Jr. The award recipient should reflect leadership, dedication to the community, show generosity of spirit, heart and/or any one or more combinations of these following attributes:

- Humanitarian - Gives their time and service freely
- Community Building - Has made significant contributions toward building a sense of unity among members of the community
- Cultural Awareness - Demonstrates an appreciation for diversity and inclusion and has built, strengthened, and maintained harmonious cross-cultural relationships
- Economic Opportunity - Seeks to improve the quality of life for people in economically challenged areas that promote and uplift disadvantaged people and communities

Nominees must be residents of the Tri-Cities (Franklin or Benton County). The award will be presented during Columbia Basin College's annual MLK Bell-Ringing Celebration on January 16, 2024.

To nominate someone, send a letter detailing the contributions of the nominee by email to the CBC Diversity, Equity, and Inclusion committee at dei@columbiabasin.edu. Submittals must be received by December 15.

7 BUDGET-FRIENDLY TIPS TO KEEP YOUR HOME WARM THIS WINTER

(from the American Home Shield website)

Looking for ways to keep your house warmer in the winter months? In addition to being easy enough for most homeowners to tackle, these ideas won't cause your utility bills to flare up, even as the temperatures outside plunge.

- ✓ **Use a Space Heater** (do some research before you buy, and use it safely)
- ✓ **Wrap Up in an Electric Blanket** (remember to unplug when not in use)
- ✓ **Hang Heavy Drapes** (be sure they don't block radiators or floor registers)
- ✓ **Weatherstrip to prevent cold air from getting in**
- ✓ **Decorate Bare Walls** (cases full of books are especially effective at helping maintain a stable temperature)
- ✓ **Reverse Ceiling Fans** (clockwise rotation pushes hotter air down)
- ✓ **Insulate Your Water Heater if it's an older model**
- ✓ **Perform Manufacturer's Recommended Preventive Maintenance** (changing filters, etc.)

More details and tips can be found [here](#).

ALLEN JOHNSON'S WORLD: LESSON LEARNED ALONG THE WAY

by Jo Haberstok

Allen Johnson's World was the brainchild of Allen Johnson, a Tri-Citian, who was a well-known educator, author, and international traveler and speaker, who passed away in November.

With over 50 years of experience in writing, photography, videography, and psychology, Allen was always an educator in one form or the other: high school teacher, university professor, organizational trainer and consultant, and international keynote speaker. He was a frequent newspaper columnist and the author of six popular fiction and non-fiction books. He loved jazz and was a composer, pianist, and vocalist.

Allen always said he was only interested in making a modest contribution to the world by sharing what he had learned through the years. That's why he initially created *Allen Johnson's World* – as a single location where all of his knowledge and experiences could find a friendly home.

Shortly before his passing, Allen created a final video to pay tribute to the many friends, family, and colleagues he cherished, and to share a few final words of wisdom. It was part of his final wishes that this video be posted for the world to see and remember him by.

I encourage you to check out Allen's [final video](#) here. I have captured some of his key points - things that he believed were most important - from the video below:

- **If you have a choice between being right or being kind, choose being kind.**
- **Take care of your body.**
- **Seek and maintain your friendships.**
- **Never write a letter when you are angry.**
- **Seek a principle-centered life.**
- **Be transparent, non-judgmental, and empathic.**
- **Read!**
- **Never allow a cell phone to eclipse the real live person.**
- **Mentor young people.**
- **Become a citizen of the world.**

Explore more of Allen's stories, videos, images at [Allen Johnson's World](#).

A personal note: I knew Allen, mostly as an educator and entertainer. He was a featured speaker at a couple of our local Association for Quality and Participation (AQP) professional meetings many years ago. (AQP later merged with ASQ.) His often-humorous talks kept folks interested and engaged. I very much enjoyed all the stories, videos and more that he shared through his website.

2023 COLUMBIA BASIN ASQ

LEADERSHIP TEAM

January 1 - December 31, 2023

Section Chair	Denise Clements
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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 25th of the month.