

TIPS FOR A POSITIVE NEW YEAR

from Jon Gordon

Every year, Jon posts tips for the coming year. Here are his 2024 tips:

1. Stay Positive. You can listen to the cynics and doubters and believe that success is impossible, or you can trust that with faith and an optimistic attitude all things are possible.
2. Take a daily "Thank You Walk." You can't be stressed and thankful at the same time. Feel blessed and you won't be stressed.
3. Eat more foods that grow on trees and plants and less foods manufactured in plants.
4. Talk to yourself instead of listening to yourself. Instead of listening to your complaints, fears, and doubts, talk to yourself with words of truth and encouragement.
5. Post a sign that says "No Energy Vampires Allowed." Gandhi said, "I will not let anyone walk through my mind with their dirty feet," and neither should you.
6. Be a Positive Team Member. Being positive doesn't just make you better, it makes everyone around you better.
7. Don't chase success. Decide to make a difference and success will find you.
8. Get more sleep. You can't replace sleep with a double latte.
9. Don't waste your precious energy on gossip, energy vampires, issues of the past, negative thoughts, or things you cannot control.
10. Look for opportunities to Love, Serve and Care. You don't have to be great to serve but you have to serve to be great.
11. Live your purpose. Remember why you do what you do. We don't get burned out because of what we do. We get burned out because we forget *why* we do it.
12. Remember, there's no such thing as an overnight success. Love the process and you'll love what the process produces.
13. Trust that everything happens for a reason and expect good things to come out of challenging experiences.
14. Implement the No Complaining Rule. If you are complaining, you're not leading. Download a free No Complaining Kit [here](#).
15. Read more books than you did in 2023.

(Continued on Page 7)

ETHICAL BEHAVIOR – IT'S WHAT'S FOR LIFE...

Submitted by Robert Boykin

This is the time of year when we often make lists of things we want to change in our lives. Things such as losing weight, quitting smoking, reading more and/or better books, and (perhaps) drinking less alcohol.

We don't accomplish our resolutions at times because many of the goals we set for ourselves are too ambitious. This is not to suggest that we should not strive to improve our conduct and character, but rather to say we ought to set goals that we are more likely to accomplish. When we fail to meet our goals, we end up feeling bad about ourselves and then we return to the very behaviors that we vowed to stop.

An article I recently read suggests that ethical responsibilities we have to others, including our co-workers, family, and friends, are called the five principles of ethical intelligence - ethical principles that apply in all of our professional and personal relationships. The principles are:

1. Do no harm
2. Make things better
3. Respect others
4. Be fair
5. Care

In that light, what often gets overlooked in discussions about ethics is the duty we have to ourselves. After all, the five principles concern how we treat *everyone*. If it is wrong to talk to a colleague disrespectfully, it is also wrong to talk to ourselves that way. Just as we should not harm others, we should refrain from harming ourselves. In other words, negative talk not only injures the person that it is directed toward, it also injures the reputation of the messenger.

The message here is to *Accentuate the Positive*. We are more likely to achieve our New Year's resolutions by simply being kinder to ourselves. Once we commit to treating ourselves the way we'd like others to treat us, the other goals we seek might become a lot easier to reach.

So, in 2024, let's vow to go a little bit easier on ourselves. We might be pleasantly surprised by what happens as a result. What do *you* think?

Be well and be safe.

January 17, 2024 ASQ Pacific Region Virtual Meeting

DATE:

Wednesday,
January 17, 2024

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

Time:

6:00 pm – 7:30 pm PST

Cost: Free for ASQ members and non-members

At press time, a registration link was not yet available; please check the ASQ Events Calendar for updates.

WebEx meeting log-in:

<https://asq.webex.com/asq/j.php?MTID=m095a8de32c5f874e637e8f72fdffbb2d>

Join by video system: dial
[25541911450@asq.webex.com](tel:25541911450)

You can also dial 173.243.2.68 and enter the meeting number.

Join by phone
1-408-792-6300
Call-in toll number (US/Canada)
Access code: 255 419 11450

Attendance at this meeting earns RUs toward ASQ recertification. (Be sure to request this when joining the meeting.)

Visit our [myASQ community site](#) for information about our Columbia Basin Section and other upcoming section activities.

Disaster Prevention and Recovery Planning, including COVID and AI



Barry Craner, ASQ Pacific Region Director ASQ Fellow, CQE, CRE, CQA, CBA

The COVID-19 pandemic continues to impact us all. We are only beginning to understand the long-term health, economic, sociological, and psychological effects. The pandemic has presented the greatest challenge of the 21st century to date. Challenges, however, present opportunities for individuals and organizations to innovate and collaborate to continue to achieve their goals.

Quality improvement and assurance continue to be at the center of historic world events.

This presentation will cover:

- COVID controls and actions (individual and potential government actions and controls)
- Disaster Prevention and Recovery Planning
 - What corporate systems are vulnerable to loss?
 - Who is responsible for the Disaster Prevention and Recovery plans?
 - How quickly will we need to recover which systems?
 - Will recovery procedures differ between sites?
 - Will hardware, software, and cyber-attack recoveries be different?
 - Priorities in creating the Disaster Prevention Plan
 - Priorities in creating the Disaster Recovery Plan
 - Artificial Intelligence – can it be trusted? (and what to watch out for)
 - Quality Plan - once priorities are established

About the speaker: Barry Craner is a Certified Quality Engineer, Certified Reliability Engineer, Certified Quality Auditor, and Certified Biomedical Auditor. With over 40 years of experience in quality and related fields, an MBA with emphasis on Computer Information Systems and MS+ in Biology (Cardiac Physiology), Barry has consulted in medical device quality assurance and regulatory affairs and taught risk management and other courses at the collegiate level and to Fortune 500 companies. He has published numerous papers and is well-known as a U.S. and international speaker. He is on the Medical Device and Diagnostic Industry list of "100 Notable People in the Medical Device Industry."

In 2008, Barry was awarded the Simon Collier Quality Award by the ASQ Los Angeles Section. He is an ASQ Fellow and has been active in ASQ for several decades at both the local/section and national/division levels. Barry currently serves as the ASQ Pacific Region Director..

DATE:
Tuesday,
January 23, 2024

TerraPower Advanced Reactor Development Design and Quality Considerations

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



Walter Josephson, Physicist/Radiation Shield Lead Molten Chloride Reactor Experiment

TIME:
6:00 to 7:30 pm PST

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.clements@aecom.com by January 20 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 events: www.asq614.org/ or our [myASQ community site](http://myASQcommunity.site).

In 2018, more than three-quarters of U.S. greenhouse gas emissions came from the transportation, electricity, and industrial sectors. As many utilities and industries set carbon-free goals, they will require more innovative and affordable technology to reach these targets and effectively decarbonize.

TerraPower and Southern Company are working together to advance the molten chloride fast reactor (MCFR) technology. The project expands the ability of nuclear reactor technology to decarbonize the economy in sectors including and beyond electricity.

In December of 2020, the U.S. Department of Energy selected the Molten Chloride Reactor Experiment (MCRE) proposal, with Southern Company as the Prime, as a winner of the Advanced Reactor Demonstration Program risk-reduction pathway. This effort is relevant to TerraPower's MCFR design. The MCRE will be the world's first fast-spectrum, salt-fueled nuclear fission reactor to go critical, meaning that it is operating on a self-sustaining nuclear chain reaction. The project represents a significant inflection point in the technology demonstration roadmap for TerraPower's MCFR; it will inform the design, licensing, and operation of an MCFR demonstration reactor.

The MCRE project will not generate electricity, but it will operate at a power of up to 500 kilowatts and demonstrate key physics performance important to the broader MCFR program. An environmental review will be completed for the MCRE project in accordance with the National Environmental Policy Act before final design and construction begin. MCRE first criticality is scheduled for late 2025.

Join us on January 23 for this presentation to learn more about:

Why Fast Reactors: benefits and challenges

TerraPower Designs: maximizing benefits and overcoming challenges

Quality Considerations: nuclear data, design, procurement, software, and more

About the speaker: Walter Josephson is a physicist acting as the radiation shielding lead for the Molten Chloride Reactor Experiment (MCRE), a fourth-generation reactor physics experiment under development by TerraPower, Southern Company, and the Idaho National Laboratory (INL). MCRE is part of the Advanced Reactor Demonstration Program (ARDP), an initiative under the U.S. Department of Energy (DOE) supporting ten advanced reactor designs to help mature and demonstrate their technologies.

Prior to TerraPower, Walter spent 11 years in the U.S. Navy as a submarine officer, and 30 years at the Hanford Site working on radioactive waste management. He has a BS degree in Physics from Emory University and is a member of the American Nuclear Society.

FREE MONTHLY GIFTS FOR ASQ MEMBERS!

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 January 31.

UPCOMING ASQ CERTIFICATION EXAMS

ASQ Certification has impacted careers for decades with over 400,000 certifications issued worldwide. Offering independently accredited certifications with a proven track record, you can be confident that your certification will maintain its value throughout your career.

By achieving ASQ Certification, you join a proud legacy of quality professionals and demonstrate your pursuit of excellence through quality. Acquire the knowledge to position yourself and your organization ahead of the competition and get certified by ASQ today!

Applications are now being accepted for ASQ Certification exams scheduled March 1-31, 2024. The application deadline is February 11 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

"There can be no greater gift than that of giving one's time and energy to help others without expecting anything in return."

~ Nelson Mandela

ANSI NATIONAL ACCREDITATION BOARD (ANAB) ACCREDITED

In 2022, five of ASQ's certification programs achieved ISO 17024 Accreditation through the ANSI National Accreditation Board (ANAB). It is the largest multi-disciplinary accreditation body in the western hemisphere, with more than 2500 organizations accredited in approximately 80 countries. Federal, state, and local authorities rely on ANAB accreditation to demonstrate value and assure competency for important public priorities.

By earning ISO 17024 accreditation for Personnel Certification, ASQ demonstrates to the Quality profession it represents and the general public it serves that its credentialing programs have been reviewed by a panel of impartial experts who have determined that ASQ's CQA, CQE, CSSBB, CMQ/OE & CRE programs have met the stringent standards set by the credentialing community. ISO 17024 accreditation adds additional credibility and value to your ASQ Certification and furthers ASQ's mission of offering the highest standard of professional certification to support you in your career growth. More information about this is available [here](#).

PROJECT AGING AND OBSOLESCENCE

Project Management Institute (PMI) Hybrid Meeting January 9 from 5:30 pm to 8:00 pm PST

Have you ever managed a project knowing that aging or obsolescence of components and systems will occur prior to completion? Aging equipment, and the need to replace it, is a challenge affecting utility operations and maintenance. In addition to the cost of new components and equipment, poor procurement planning can also affect outage and maintenance schedules, resulting in additional cost overruns for the plant. Companies must be diligent in their procurement planning to make sure that aging and obsolete parts will be replaced at the right time, in order to ensure the safety and reliability of their plants.

This meeting features presenters Chris Musick and Kimberly Scharnhorst, who will share their strategies for managing aging and obsolescence on the Waste Treatment Plant (WTP) Project on the Hanford site in Richland.

The in-person meeting will be held at CG Public House in Kennewick starting at 5:30 pm; the cost is \$40, which includes dinner. The virtual meeting (via Zoom) will begin at 6:00 pm; the cost is \$10. More information and the registration link can be found [here](#).

MLK DAY OF SERVICE

January 15 from 10:00 am to 12:00 pm PST in Pasco

Dr. Martin Luther King, Jr. believed in a nation of freedom and justice for all, and he encouraged all citizens to live up to the purpose and potential of America by applying the principles of nonviolence. MLK Day of Service is a way to honor his life and teachings by engaging in community action that continues to solve social problems.

The MLK Day of Service is observed every third Monday in January. It is the only federal holiday designated as a National Day of Service to encourage all Americans to volunteer and improve their community. This is an opportunity to support families in the Tri-Cities area and have fun while doing it. The goal is to support 2,000 local families.

Free food and essential items will be distributed (drive-through or walk up) on January 15 from 10:00 am to 12 noon at Gesa Stadium/Dust Devils parking lot in Pasco.

Other ways to get involved that day:

- Donate essential items – collect and donate items/goods (e.g., soap, shampoo, blankets, towels, diapers, toothpaste, laundry detergent)
- Volunteer your time – sign up to help out at the event
- Support other volunteers – provide food, coffee, etc., for volunteers that day
- Donate monetarily – contribute to the funds that will purchase good and essential items

You can sign up to help with the event [here](#). Items can be dropped off at the Tri-Cities Diversity & Inclusion Council office, located at 723 The Parkway Suite #107 in Richland. To make a monetary donation, click [here](#).



MARTIN LUTHER KING JR. – QUALITY CHAMPION

by Jo Haberstk

As the nation celebrates Martin Luther King Jr. Day on January 15 (he was born January 15, 1929), I cannot help but think about how many things might be different in today's world if Dr. King had lived a much longer life and had been able to, at least in part, bring his dreams to fruition.

As an advocate of non-violent protest and the youngest man to be awarded the Nobel Peace Prize, I wonder if he would have been an ASQ member. I like to think so. I'm pretty sure he would have brought forth a lot of innovative ideas for improving not only equality but also quality in our communities, our nation, and throughout the world.

When notified in 1964 of his selection for the Nobel Peace Prize, Dr. King announced that he would turn over the prize money of \$54,123 to the furtherance of the civil rights movement. In his Nobel lecture, one of the things he talked about was poverty, saying "The time has come for an all-out world war against poverty. The rich nations must use their vast resources of wealth to develop the underdeveloped, school the unschooled, and feed the unfed."

He also said "...mankind's survival is dependent upon man's ability to solve the problems of racial injustice, poverty, and war; the solution of these problems is in turn dependent upon man squaring his moral progress with his scientific progress and learning the practical art of living in harmony."

I believe Martin Luther King, Jr., would have been an active participant in his ASQ section and probably would have helped implement a number of ground-breaking actions at the national and global levels as well.

As an ASQ member for 30+ years, I have had the opportunity to see and hear many well-known and influential authors and speakers at past Association for Quality & Participation (AQP, which merged into ASQ) and ASQ conferences and events - Tom Peters, Ken Blanchard, Herman Cain, Morris Massey, Steven Covey, Rick Pitino, and more. Their enthusiasm and passion for quality and continuous improvements was contagious – audiences left the auditoriums "fired up" and excited to return to their own communities and make things happen.

I can only imagine what it would have been like to see and hear Dr. King in person.

"Be a bush if you can't be a tree. If you can't be a highway, just be a trail. If you can't be a sun, be a star. For it isn't by size that you win or fail. Be the best of whatever you are."

- MLK Jr.

PROVING THE VALUE OF SOFT SKILLS

HRDQ-U Webinar

January 16 from 11:00 am to 12:00 pm PST

We all need soft skills. Whether leadership development, communication, team building, problem-solving, empowerment, critical thinking, or mindfulness, soft skills are essential and can deliver value. The problem is that some executives have not seen the value of the soft skills programs in terms they can appreciate and understand. Consequently, they sometime view these skills as “fluff.”

The challenge is to evaluate major soft skills programs at the impact and return on investment (ROI) levels. Some learning professionals may be reluctant to do so because these programs don't always deliver a positive ROI. However, when designed properly, these programs can and will deliver a positive ROI.

This webinar presented by Dr. Jack J. Phillips provides useful, practical tools to help you show the value of soft skills programs. Presented in an easy-to-understand format, this interactive session will show how to measure the business value of soft skills programs and how to calculate the ROI.

Dr. Jack J. Phillips is a world-renowned expert on accountability, measurement, and evaluation. He is the chair of ROI Institute, Inc., which provides consulting services for Fortune 500 companies and major global organizations. He is also the author or editor of more than 100 books and conducts workshops and presents at conferences throughout the world.

The webinar also provides detailed case study examples to show how to measure and evaluate different soft skill programs and initiatives. Participants will see what is being measured, how it is being measured, and how the data are used to improve the soft skills programs and influence more investment in soft skills.

Attendees will learn:

- How to explain the value chain for soft skills
- How to describe the need to show impact and ROI for major programs
- How to design soft skills programs to deliver impact and ROI
- How to explain how to measure program results at all five levels of outcomes

There is no charge to attend. Sign up [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.

HIGH PERFORMING LEADERSHIP: WHAT THE BEST TEAMS HAVE AND DO

HRDQ-U Webinar

January 17 from 11:00am to 12:00 pm PST

Team performance isn't a product of luck. It takes intention on your part as a leader, especially in the age of distributed and hybrid work.

Based on extensive research and experience working with hundreds of teams, presenter Nenuca Syquia will share information about what the best teams across industries, levels, and life cycles have in common. Attendees will gain an understanding of how high-performing teams can be achieved and multiplied across their organization.

There is no charge for this webinar. Register [here](#).

UNLEASHING CREATIVITY: NEXT-GEN INNOVATION FOR STUDENTS & PRACTITIONERS

ASQ Innovation Division Webinar

January 19 from 9:00 am to 10:00 am PST

Many people think that creativity is some kind of magic, but in truth we all possess creativity. The challenge is ‘how do we unleash it?’

Contrary to popular belief, creativity has a framework although that framework is loose. Creativity needs an initial stimulant, but the results of creativity will be wide and diverse and often need a little help to be narrowed down to working solutions.

In this webinar, presenter Peter Merrill will discuss:

- How creativity is initiated
- Primary attributes of creative people
- How to develop creative attributes in yourself

Peter Merrill is a well-known author, consultant, and speaker. He began his career in R&D in a major UK corporation and later as Chief Executive of a leading design brand corporation where he led Innovation in one of the most demanding markets. He is one of North America's foremost authorities on Management Systems which he has implemented in such innovative companies as IBM, A.I.G., and BlackBerry.

Peter was the founding chair of the ASQ Innovation Division and is currently a member of the ASQ Board of Directors. He is the international project lead on ISO 56001, the new auditable innovation standard.

He is the author of several books, including *Innovation Generation* and *Innovation Never Stops*. His most recent book is *ISO 56000, Building Innovation into your QMS*.

More information and the registration page can be found [here](#).

THE POWER WITHIN: THE FIVE DISCIPLINES OF PERSONAL EFFECTIVENESS

Book by Allen Johnson

The basic assumption of this book is that we all have a power within - a wisdom that lies below the surface of our conditioning and prejudices, but often remains untapped.

Learn about the five disciplines of love, responsibility, vision, commitment, and service, and how they work together to generate personal, interpersonal, and organizational wellbeing. The disciplines are about taking action and what you can do to become more purposeful, more joyful, and more at peace with yourself and the people you love.

How do we know such a power exists? As the author says, the evidence is everywhere. The childlike satisfaction of learning is the power within. The joy of making the right choice in a tricky situation is the power within, as are the thrill of aiming for excellence, the integrity of attending to what is important, and the rightness of serving those in need.

In effect, the power within is the power to derive joy from our life experiences, including our most difficult trials. The fight-or-flight instinct rarely serves us well. By employing the five, higher-order human competencies - insight, moral knowledge, imagination, self-transcendence, and independent will - we can rise above the chaos and turmoil that assaults our lives. We can respond with a sense of human dignity. Such responses distinguish those who cultivate the power within.

This book was first published in 2000, but the concepts are still applicable today. It is available online through several sites, with prices ranging from \$39.95 (new) to \$5.09 (used, but in good condition).

TIPS FOR A POSITIVE NEW YEAR (continuation from page 1)

16. Don't seek happiness. Instead live with love, passion and purpose and happiness will find you.
17. Focus on "Get to" vs "Have to." Each day, focus on what you *get* to do, not on what you have to do. Life is a gift, not an obligation.
18. The next time you "fail" remember that it's not meant to define you. It's meant to refine you.
19. Smile and laugh more. Both are natural anti-depressants.
20. Make time for relationships. We are better together, and the more we connect with great friends the more enjoyable life becomes.
21. Enjoy the ride. You only have one ride through life so make the most of it and enjoy it.

How will you make 2024 more positive?

Download these tips as a Printable PDF [here](#).

Jon Gordon is one of the most influential and sought after leadership authors and speakers today. He is the author of 28 books, including 15 bestsellers and five children's books. Check out his [website](#).

2024 COLUMBIA BASIN ASQ

LEADERSHIP TEAM

January 1 - December 31, 2024

Section Chair	Denise Clements
Secretary	Jill Connolly
Treasurer	Cindy Taylor
Membership Chair	Eric Clements
Nominations Chair	Emily Wilson
Newsletter Editor	Robert Boykin
Programs Chair	Eric Clements
Publicity Chair	Jo Haberstock
Webmaster	Steve Prevette
Voice of the Customer Chair	Vacant
Social Media Chair	Vacant
Education Chair	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 25th of the month.

