

## **CHAIR'S CORNER**

by Robert Boykin

Are you striving to be all that you can be, ethically?

Helping businesses and/or individuals to perform even a little bit better and a little more ethically is a very important undertaking.

So, with that said, did you bring your ethics to work with you today? Are you a person of integrity who brings their highest standards of ethics to the workplace each day?

Despite multiple pages of policies, codes of ethics, codes of conduct, organizational values, and carefully defined work environments, lapses in workplace ethics occur every day.

Lapses in workplace ethics can result from expense account fraud, workplace harassment, involvement in conflicts of interest, and the misuse of company telephones and copy machines, to name a few. However, all employees, and non-employees alike, have an opportunity on a daily basis to demonstrate the core and fiber of who they are as people. Their values, integrity, beliefs, and character can speak loudly through the behavior they engage in both on and off the job.

To assist in maintaining a healthy level of ethical awareness:

1. **Be punctual:** Arrive to work on time, adhere to lunch and breaks times, and attend scheduled meetings on time.
2. **Be responsible:** Put up honest efforts at the workplace and utilize your time to complete designated tasks and deadlines instead of personal activities.
3. **Dress professionally:** Be well-dressed and adhere to the company's dress code, and wear ID badges as required.
4. **Work as one team:** Work well with others, respect others, and be a good team player.
5. **Work with a positive attitude:** Be pleasant and polite, and take on difficult tasks with a cheerful attitude.

Practice of the above-mentioned ethical strategies might incline you to always be able to answer "yes" to the question, "Did you bring your ethics to work today?"

Be well and be safe.

- Robert

## **SHOWING CARE**

by Jo Haberstok

Our September 12 dinner meeting was a great kick-off to the fall season. All section members in attendance received their dinners for free, as part of our Member Appreciation Night. Our presenter, Semi Bird, shared a number of insights about personal and professional intelligence. And the table exercise provided a great takeaway.

September 29 is World Heart Day. Each year, the World Heart Federation sponsors Heart Day to raise awareness about cardiovascular disease, which includes heart disease and stroke and is the world's leading cause of death. This is a great day to think about the importance of keeping our tickers in good working order and improving the health and well-being of people everywhere. Take the Heart IQ test [here](#), and find out how heart smart you are.



Speaking of heart health, I was reading an article the other day about "showing care" in the workplace. I'm sure everyone has their own definition of what this means. To me, it means going the extra mile and putting extra effort into your work to be sure it is of the highest quality, while providing great customer service and maximum benefit to others. It also means caring about team members and customers, being sensitive to feelings and concerns, and offering to help when you can through information sharing and empathy. Some other examples of showing care follow.

If you are asked to find potential vendors for an upcoming event, instead of just doing a quick search on the computer, you might also contact your friends and ask for recommendations. You could even contact a couple of places and get some preliminary data and quotes. You weren't asked to do that much, but you take the initiative to do more than what is asked for.

Another example is probably familiar to all quality professionals. It's reviewing your work to make sure it is correct and done right, checking emails and reports for typos, etc. Depending on your role in the organization, you may use a peer-review process, just to double-check things.

Similarly, paying attention to what some might call the small stuff is important. Keeping your work area organized and clean, putting things away after using them, cleaning up after yourself in the lunchroom – these are all actions that show not only self-respect but also respect for others.

No one knows everything (although some may think they do!). It's okay to ask co-workers, management, or others for advice and suggestions. In fact, this can result not only in gaining new and valuable information but also in ensuring accuracy. And, in most cases, the person you ask will also be flattered that you value their opinion/input.

Happy Heart Day! Hope to see you all on October 7. Get your RSVPs in soon, as space is limited.

- Jo

# October 7, 2017

## American Society for Quality Columbia Basin Section 0614

### NOTE TIME AND LOCATION

Saturday, October 7, 2017

### LOCATION:

Tri-City Union Gospel Mission  
112 North 2<sup>nd</sup> Avenue  
Pasco, Washington  
509-547-2112

Parking is available on the streets near the Mission.



## Site Visit and Tour

### Tri-City Union Gospel Mission

112 North 2<sup>nd</sup> Avenue – Pasco, Washington

9:45 a.m. - Check in

10:00 a.m. – Tour Begins

Tour will last about an hour

NOTE: Closed-toe shoes are required for the tour.

There is no charge for this site visit, but **space is limited** so get your reservation in soon.

### RESERVATIONS REQUIRED:

For planning purposes, reservations must be received by October 2. Send an e-mail to [Panda\\_2@charter.net](mailto:Panda_2@charter.net) with your name, phone number, and company affiliation.

For more information about ASQ Section 0614 and other upcoming events:  
[www.asq614.org](http://www.asq614.org)

**Please also consider making a donation to the Mission – food, clothing, household items and monetary donations are always appreciated (and tax-deductible).**

The Tri City Union Gospel Mission began serving Benton and Franklin counties over 57 years ago. Their mission today is to serve homeless and impoverished people in southeast Washington and northeast Oregon communities so that they may be transformed to become contributing members of society.

The need for rescue, recovery and restoration is growing each year. Below are a few statistics to help better understand the needs and people the Mission serves.

- 2,082 unsheltered homeless individuals in southeastern Washington recorded on a single day point-in-time count
- 232 with chronic substance abuse issues
- 158 homeless veterans
- Over 30,000 live below the poverty line - many a paycheck away from being homeless
- Over 800 homeless children reported in Benton and Franklin counties alone

In 2016, the Mission, through generous donations of goods, time and money from many supporters, was able to favorably impact over 3000 men, women and children. Over 73,000 hot, nutritious meals were served and more than 33,000 nights of shelter provided.

Rescue is all about meeting the immediate needs of someone when they walk through the doors of the Mission. They don't know where to get food, they don't have a bed to sleep in, they need clothes, they need a shower, etc. After someone has been at the Mission for a while, when they can breathe a little bit and are feeling better about themselves, then some of the layers can be peeled back to learn more about their lives and what actually brought them to the Mission. By addressing underlying issues, work can begin to deal with obstacles and helping them reverse course.

The Mission also offers programs designed to help free those living a life of dependency or addiction, and to help them transition them toward independence. Both transitional housing and an after-care programs are offered.

Join us October 7 for a special tour at the Mission. We will visit many of the areas where clients are served and will learn more about the Mission's philosophy and future plans.

Please consider bringing some food, clothing or household items to donate. For a list of the most urgent needs at this time: <http://www.tcugm.org/needs>.

## WE NEED MEMBER VOLUNTEERS TO KEEP OUR SECTION RUNNING IN 2018

**Please read this article and give serious thought to volunteering to serve in a section leadership role in 2018. We are required to submit the 2018 team information soon, and no one has stepped up for any of the roles at this time.**

We've had articles in the newsletters several times now. We discussed the upcoming elections at our last dinner meeting. We're running out of ideas on how to get members to step up.

If you would like our local ASQ section to stay active, to be able to continue to offer dinner meetings, site visits, workshops, special training, and community outreach activities in 2018 and beyond, your help is needed at this time.

Will you commit to help in 2018? Key positions that must be filled are Section Chair, Treasurer and Secretary. Equally important are the required committee leads: Membership, Audit, and Nominations. Also important to continued success are team leads for Certification, Programs, Publicity, and Education.

None of these elected and appointed positions requires a huge time commitment – no more than a few hours each month and sometimes not even that - but they are all needed in order to keep our section running.

Please contact one of our Leadership Team member today. We are happy to share more about the requirements for and responsibilities of the positions and to work with new volunteers as we transition into 2018. We want to hear from you!!

## ROOT CAUSE ANALYSIS

### ASQ FREE MEMBER GIFT BUNDLE

What do quality professionals do? We help solve problems and make improvements, right? And fundamental to solving a problem is making sure you're solving the right problem and identifying all of the factors potentially involved.

This is where root cause analysis comes into play. Root cause analysis is a collective term that describes a wide range of approaches, tools, and techniques used to uncover causes of problems.

Included in this month's free gifts are webcast introductions, a complete never-before-shared e-book, as well as case studies, articles, and videos showing how various organizations and industries apply this powerful and essential tool.

[Click here](#) to access your member gift bundle.

## VOLUNTEERS NEEDED FOR WCQI 2018 - SEATTLE

The 2018 World Conference on Quality and Improvement (WCQI) will be held in Seattle on April 30 through May 2, 2018.

Hopefully, a lot of our section members will be able to participate in the conference. If you have attended any of the previous ASQ conferences, you know that they provide a great learning and networking opportunity.

The Seattle ASQ Section (0606) is coordinating volunteer needs for the conference. Volunteering to work at the conference for a period of time can help reduce your overall costs to attend, since full or partial conference registration fees may be covered, depending on the number of hours volunteered. (Otherwise, the cost for conference registration is \$995 if paid by March 17, and \$1095 after that.)

To find out more about volunteer opportunities at WCQI, contact Fred Cramer, Site Committee Chair at [programs@asq-seattle.org](mailto:programs@asq-seattle.org).

## ASQ TRAINING IN SAN ANTONIO

Experience fall in San Antonio, Texas! And when you're not taking one of the following ASQ courses, take some time to check out the many attractions there, including the Riverwalk and, of course, The Alamo.

The following ASQ courses will be offered in early October:

- Auditing for Improved Supplier Performance and Handling Supplier Nonconformances
- Certified Supplier Quality Professional Certification Preparation
- Introduction to Quality Engineering
- Introduction to Quality Management
- ISO 9001:2015 Auditor Transition Training
- ISO 9001:2015 Internal Auditor Training
- ISO 9001:2015 The Path Forward
- ISO/IEC 17025 Lead Assessor Training (ACLASS)
- Risk Management Essentials & Implementation Strategies
- Software Quality Engineering

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

## QUOTE OF THE MONTH

"The biggest troublemaker you'll probably ever have to deal with watches you from the mirror every morning."

~ Author Unknown

## INTRODUCTION TO 8D PROBLEM SOLVING

Book by Ali Zarghami and Don Benbow

This new 60-page book provides an overview of the eight discipline (8D) process. It gives guidance on tools for finding root causes, shows 8D in action in eight case studies, and gives five unsolved problems for readers to apply 8D themselves for practice. The 8D methodology:

1. Select an appropriate team
2. Formulate the problem definition
3. Activate interim containment
4. Find root cause(s)
5. Select and verify correction(s)
6. Implement and validate corrective action(s)
7. Take preventive steps
8. Congratulate the team

Cost for ASQ members is \$21.00 (list is \$35.00). For more information or to order, [click here](#).

## GETTING MORE WIN-WIN SOLUTIONS WITH DIFFICULT PEOPLE

October 3 – Kennewick

Want to respond more effectively when in conflict? This upcoming seminar with Paul D. Casey may help you improve your conflict resolution skills.

- Re-discover your conflict resolution style
- Determine why and when it's important to confront
- Learn the 10 top strategies for having that difficult conversation
- Get a better read on how to approach those who are different than you

The seminar will be held at the HAPO Business Complex in Kennewick, on October 3 from 1:30 to 4:30 p.m. Cost is \$75. Light refreshments will be provided. To sign up, [click here](#).

## FRAUD IDENTIFICATION & WHAT TO LOOK FOR IN AN ACCOUNTING SYSTEM

October 10 ISM-CB Meeting

The October 10 meeting of the Institute for Supply Management-Columbia Basin (ISM-CB) features Bill Craven, CHPRC Cost/Price Analyst. His topic: "Fraud Identification and What to look for in an Accounting System."

The meeting will be held at Applebee's in Kennewick, starting at 5:30 p.m. For more information, contact [Cory Miller](#).

Has your email address changed? Help us keep you informed of Section 0614 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 be sure to click on the "email preferences" tab to be sure you are subscribed to receive future Section communications.

## AN INTRODUCTION TO PERSONAL AND PROFESSIONAL INTELLIGENCE (PPI)

October 10, 17, 24 & 31 in Richland

If the title sounds familiar, it's because our September 12 section dinner meeting featured M. Semi Bird, and he spoke on the topic of personal and professional intelligence (PPI). Semi provided a great – but short – introduction to this topic.

This 4-day workshop, instructed by him, is offered as one of the WSU Tri-Cities Leadership Academy offerings, and will delve into PPI in greater depth. It is intended for leaders at all levels. It is the foundation to developing an individual's natural style of leadership through PPI.

Prior to attending the workshop, participants will be administered the EQi-2.0 leadership assessment (a \$500 value) as part of the workshop curriculum.

Cost is \$1995. For more information and to register, [click here](#).

## OCTOBER 11 SECOND HARVEST FUNDRAISER "TAKING A BITE OUT OF HUNGER"

Second Harvest's 12<sup>th</sup> annual fundraising event will take place on October 11 from 5:30 p.m. to 9 p.m. at their warehouse in Pasco. This is their largest fundraising event of the year; funds raised at last year's event helped provide more than 255,000 meals to hungry families and seniors throughout the Mid-Columbia.

During the evening, an array of silent auction items will be up for bid, including weekend getaways, Seahawks gift baskets, golf and sporting events, home and garden, and more. (Our section has donated a few items for the auction.) Taste entrees, appetizers, desserts, beers, wines and other food and beverages while bidding on auction items.

Cost is \$75. Reservations must be made in advance; tickets will not be sold at the door. Individual tickets and table sponsorships may be purchased online [here](#). For more information, contact Jean via [email](#) or at 509-545-0787.

## RICK MARTINEZ TO SPEAK AT OCTOBER 12 MCLDA MEETING

If you met yourself on the street, would you find a friend or a foe? Everyone has a perception of who they are and how they come across to other people. Studies have shown that our self-perception often doesn't match how others see us.

Rick Martinez of Peak Performance Systems and a well-known local speaker, trainer and life coach, will present on this topic at the October 12 dinner meeting of the Mid-Columbia Leadership Development Association (MCLDA). He will share a personal insight tool that can help you better understand your strengths and blind spots.

The meeting will be held at Sandberg Event Center in West Richland. Cost is \$20, or \$5 for just the presentation. For more details, check the [MCLDA website](#) or contact [Mary](#).

## BEAT THE POST-VACATION BLUES

(excerpt from Foresters newsletter)

We look forward to summer vacation all year long, but for some people, coming home and getting back into a normal routine can be a bit of a struggle. Returning to all the responsibilities they happily left behind sabotages the good vibes they experienced while they were away, making getting back into the swing of things challenging.

Going on vacation is certainly worth a few days of post-vacation letdown – everyone needs a break from reality every now and then – so the trick is finding ways to ease back into your everyday life, and maybe even keep a little of the vacation spirit alive.

- **Take an extra day off.** Between packing, getting to the airport at the crack of dawn, and running to catch connections, travel can be exhausting. If you've been away, cutting your stay by one day, or tacking one extra day onto your vacation that you spend at home, can help you reintegrate. That buffer day will give you time to sleep in, unpack, get your vacation laundry done, and just relax before you have to jump back into your regular routine.
- **Get some sleep.** Jet lag is temporary, but it can be a real issue depending upon how off your regular schedule you are. [WebMD](#) has some great tips for coping with jet lag, including things you can do both before you leave and after you return home.
- **Think ahead.** Tidy your house and tuck a freezer meal into the fridge *before* you leave. You'll thank yourself when you return to a clean home and a meal you don't have to prepare! If you're only going away for a short amount of time, stock your fridge with essentials so you don't have to do a grocery run the minute you return home.
- **Make new plans.** If you're concerned that a return to reality will seem boring after the adventures you've just had, start making new plans the minute you land. Either begin to plan your next getaway, or schedule some fun social events for you and your family.
- **Preserve your memories.** Chances are you took a ton of photos and collected some great souvenirs while you were away. Relive the fun by creating a scrapbook, photo collage or photo book. You can create online scrapbooks for free through sites like [Cliptomize](#) and [Canva](#).
- **Do something new.** Part of the appeal of a vacation is that you're experiencing new things and stimulating your brain in new and exciting ways. Keep the momentum going by picking up a new hobby or starting a new activity upon your return. You might even consider finding fulfillment by getting more involved in volunteer activities.

Hope everyone had some fun vacation time this summer!

## 74th ANNUAL NORTHWEST PURCHASING CONFERENCE

October 16-18 in Seattle

Registration is open for the 74th Annual Northwest Purchasing Conference. This is a great way to gain professional training by world-class trainers and network directly with the largest gathering of Supply Chain Professionals in the Pacific Northwest.

This year's conference will feature a new venue and many special interest topics, a full day vendor showcase, and a tour of the Kenworth Truck Plant. Keynote speakers include: Kate Vitasek, author and architect of the Vested business model; Hans Melotte, Executive Vice President of Starbucks Global Supply chain; and more. There will also be a special two-day workshop on "Trends in Technology Contracting."

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

## WINE & DINE FOR SIGN

October 21 - Kennewick

SIGN Fracture Care International will hold their annual **Wine & Dine for SIGN** fundraising event on October 21 at the Three Rivers Convention Center in Kennewick. This event benefits SIGN surgeons and patients around the world.

SIGN builds orthopaedic capacity in developing countries by collaborating with the local surgeons to develop training and implants that support their efforts to provide effective orthopaedic surgery to the poor. They design and manufacture surgical implants and instruments that are then donated or provided on a cost reimbursement basis to under-resourced hospitals for the surgeons' use. They also coordinate orthopaedic training of the surgeons in the use of this equipment and other orthopaedic procedures. The local surgeons can then treat more patients and hasten healing so patients can return to work and resume care and feeding of their families.

The October 21 event will include food, wine, and silent and live auctions. Tickets are \$50. For more information, [click here](#) or call 509-371-1107.



**DINNER WITH FRIENDS - & EVANDER HOLYFIELD  
NOVEMBER 2 BOYS & GIRLS CLUB FUNDRAISER**

Dinner with Friends is the Boys & Girls Club's premier corporate fundraising event. Proceeds from the evening are dedicated to supporting the more than 2,400 local youth members served annually. This year's event will be held November 2 at the Three Rivers Convention Center in Kennewick.

This year's special guest is Club alumni and long-time Boys & Girls Club supporter, Evander Holyfield. The four-time world heavyweight boxing champion first stepped into the ring at the Warren Unit of the Boys & Girls Clubs of Metro Atlanta when he was 8 years old. Three years later, he qualified to compete in his first Junior Olympics. Through an honorary membership, he continued to box at the Club until making the 1984 U.S. Olympic team at age 21. Through wins and losses, Holyfield never forgot the lessons he learned at the Club. He is passionate about the mission of the Boys & Girls Club and generously donates his time and resources to various Clubs.

Tickets for the event are \$200, or \$1500 for a table of 8. Premier sponsorships are also available, which include a private reception with Evander Holyfield prior to the event. For more information, click [here](#), or contact Adrienne via [email](#) or by phone at 509-543-9980 ext. 28.

**FOUNDATIONS OF AUTHENTIC LEADERSHIP  
November 3 & 4 in Seattle**

- Do you sometimes feel burned out or overwhelmed at work?
- Do you wish you could bring yourself more fully into your leadership role?
- Do you long for a sense of teamwork and community?
- Do you want to act with more skill and creativity?

Authentic Leadership is a powerful approach to leadership that encourages individuals to bring the best of themselves into how they lead. It is a process—a journey—anchored in self-awareness and the courage to genuinely show up for the moments that matter, and effectively lead the changes we want to see in our lives and work.

Drawing on principles and practices from contemplative traditions as well as contemporary approaches to leadership and organizational learning, this experiential workshop provides practical methods for fostering self-awareness, inspiring and engaging others, and taking wise action with confidence and compassion.

This is an opportunity to explore and work with the three competencies of authentic leadership—presence, engagement, and wise action—within the shared context of a diverse group of leaders.

For more information and to register:  
<https://www.enaropa.org/program-overview/foundations/>

**SECTION 0614 MEMBERSHIP**

There are 105 members in our Section as of September 6, 2017.

<b>2017 SECTION 0614 LEADERSHIP TEAM January 1 - December 31, 2017</b>	
<b>Section Chair</b>	Robert Boykin
<b>Treasurer</b>	Kent Ozkardesh
<b>Secretary</b>	Jo Haberstock
<b>Certification/Recertification</b>	Patrick Faulk
<b>Audit</b>	Alvin Langstaff
<b>Membership Chair</b>	Liz Dickinson
<b>Nominating Chair</b>	Becky Corral
<b>Programs Chair</b>	Jo Haberstock
<b>Webmaster</b>	Steve Prevette
<b>Newsletter Editor</b>	Robert Boykin
<b>Publicity Chair</b>	Jo Haberstock
<b>Voice of the Customer Chair</b>	Vacant
<b>Education Chair</b>	Vacant
<b>Community Outreach Chair</b>	Vacant

**PUBLICATION INFORMATION**

This newsletter is published on a regular basis to inform members and potential members about Section 0614 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 10th of the month.

