

## CHAIR'S CORNER

by Robert Boykin

### A Code of Conduct

One of the most respected occupations in the United States is that of firefighter. It is an occupation made up of men and women who run toward danger to save lives and property, and that in itself is something special.

Individual firefighters pledge their support for maintaining the highest level of professionalism and behavior.

As members of the Fire Service, firefighters share a responsibility to project an ethical character of professionalism, integrity, compassion, loyalty and honesty in all that they do, all of the time.

When it comes to a code of conduct, the firefighters' code is similar in values to those that everyone should consider.

- Always act in an open, honest and friendly manner
- Approach all dealings with the utmost integrity
- Comply with all laws, rules, regulations and industry standards
- Immediately declare any actual or potential conflicts of interest
- Promote reputable business practices at all times
- Conduct myself, on and off the job, in a manner that reflects positively on myself, my coworkers, and the department in general
- Accept responsibility for my actions and for the consequences of my actions
- Support the concept of fairness and the values of diverse thought and opinions
- Be respectful and conscious of each coworker's safety and welfare.

If we could pledge to adhere to the code of conduct and ethics of firefighters, which is similar in values to those that are encouraged in our homes and workplaces, our interactions with those that we come in contact with should turn out to be reasonably constructive.

Be well and be safe.

- Robert

## SHOWING CARE

by Jo Haberstok

Our October 7 site visit to the Tri-City Union Gospel Mission was a really good one. Our guides, Chariss Warner and Ruben Ochoa provided VIP tours of both the men's and women's facilities there. We visited the sleeping and living areas, the kitchen/cafeteria, the pantry, the chapel, and more. We learned about how donations are sorted and how clothing, shoes, books, and household items are made available to those in need. Our guides were knowledgeable and shared their own stories, which added to our understanding and appreciation of all that the Mission does. Many of those who participated in the tour said that it gave them a new, different and more positive perception of the Mission.

It's good to have opportunities like this – to learn more about the charitable organizations in our communities and surrounding areas. And it is rewarding to be able to contribute to the good things such organizations do for individuals and families who may be going through tough times and need a helping hand.

As we head into November and the holidays, we tend to see a lot of requests for donations from local shelters and similar organizations. Winter can be an especially hard time for those in need, and for those who are homeless or without the means to buy extra blankets, coats or food, the need is even greater at this time of year.

In this newsletter we are including information about a number of organizations that are holding fundraisers, collecting warm clothing, providing soup and other food items, and more. I'm sure there are many other great organizations also doing good things in our communities as well, but we wanted to highlight at least a few for those of you who may be looking for ways to get more involved and help out during this time of need.

I have been going through my own closets (yes, that was plural – I admit it!) and will be making a number of donations in the next month or so. I also recently let my "creative spirit" loose and put together several gift baskets that were donated on behalf of our local ASQ section to community fundraising events. And while I was at it, I put together some more baskets on my own to donate as well. I had a great time doing this, and I hope all the organizations raise a lot of money.

Our November 14 dinner meeting will focus on "Servant Leadership" – which seems to fit right in with the spirit of the holiday season. Focusing on the needs of others ... making sure others have the resources they need to be successful ...

Oh, and one more reminder about our November 14 meeting – be sure to invite a friend, family member, work colleague – or all of them! Each "guest" you bring gets you an entry for a drawing for a \$10 Starbucks gift card. And we will also hold our final drawing of the year, for a \$50 Visa gift card. There is a separate article about this, with all the details (and fine print!) later in the newsletter.

Hope to see you all at our November meeting!

- Jo

**November 14, 2017**  
**American Society for Quality**  
**Columbia Basin Section 0614**

**Tuesday**  
**November 14, 2017**

## “Servant Leadership”

**LOCATION:**

Shilo Inn  
50 Comstock  
Richland, Washington

**5:30 p.m.** - Check in/Networking  
(no host cocktail service)

**6:00 p.m.** - Buffet Dinner

**6:45 p.m.** - Presentation

**DINNER BUFFET MENU:**

The Chef and crew at Northwest Food Craft provide a fine and varied buffet dinner for us at the Shilo Inn. The buffet usually includes two entree choices, plus accompanying vegetable, salad, and dessert.

Your choice of coffee, tea or decaf is included with dinner.

**Cost:**

\$20 ASQ members  
\$25 non members  
\$5 presentation only

(cash, check or credit card)

Reservations are due November 9.  
E-mail [Panda\\_2@charter.net](mailto:Panda_2@charter.net) with your name, phone number, company affiliation, and type of reservation.

**Note:** All no shows will be billed unless cancelled 48 hours in advance.

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



### **Ed Landauer** **ASQ Fellow and Certified Quality Engineer**

Did you know that the philosophy of servant leadership is an ancient one? There are passages related to servant leadership in the Tao Te Ching, attributed to Lao-Tzu, who is believed to have lived in China sometime between 570 BCE and 490 BCE.

The actual term “servant leadership” was coined by Robert K. Greenleaf in “The Servant as Leader,” an essay first published in 1970. He recognized that organizations as well as individuals could be servant leaders, and he felt strongly that servant-leader organizations could change the world.

Servant leadership is both a leadership philosophy and set of leadership practices. Traditional leadership generally involves the accumulation and exercise of power by one at the “top of the pyramid.” By comparison, the servant-leader shares power, puts the needs of others first and helps people develop and perform as highly as possible. Servant leadership turns the power pyramid upside down; instead of the people working to serve the leader, the leader exists to serve the people. When leaders shift their mindset and serve first, they unlock purpose and ingenuity in those around them, which usually will result in higher performance and engaged, fulfilled employees. A servant leader’s purpose should be to inspire and equip the people he or she influences.

Most people would view the servant as leader as a real contradiction. The servant-leader is one who wants to be a servant *first* and then makes a conscious choice to lead. This is quite different from one who is a leader first because of a strong drive for power or to gain material possessions. The difference lies in the ability of the servant leader to make sure the needs of others are being served.

In this presentation, Ed will describe examples from his personal experience of the two leadership styles and the resulting outcomes.

*About the speaker:* Ed Landauer is an ASQ Fellow and Certified Quality Engineer. He has taught Engineering and Quality courses with an emphasis on Quality Engineering, Technician and Inspector Certifications for over 25 years. He has Master of Science degrees in Statistics, Industrial Engineering and Mathematics and is a Registered Professional Engineer in Mechanical, Industrial and Manufacturing Engineering. Ed most recently served as the ASQ Regional Director for Region 6A and was also a member of the ASQ Board of Directors. He previously served as Section Chair for both the Portland (Oregon) Section and the Channel Cities Section in Ventura, California.

## NOVEMBER 14 DINNER MEETING – BRING A FRIEND!

Bring a guest to the November dinner meeting and you may win a prize. And it's also the final meeting of our "Invite a Friend/Bring a Guest" program, which means that you will also have a chance to win the Grand Prize for the year.

Here's how it works:

- The section member or friend/guest *must* make a reservation before the November 9 deadline and must attend the dinner meeting. Be sure that when the RSVP is made, it is noted that the individual is attending as the section member's guest.
- All section members with an invited guest(s) will be entered into the evening's drawing for a \$10 Starbucks gift card.
- There is no limit on the number of friends/guests a section member can invite - each guest will be considered an individual entry into the drawing.
- At the November 14 meeting, all Bring a Guest entries from that month and the previous months will be entered into a drawing for a "grand prize" - a \$50 Visa gift card!

## STATISTICAL SAMPLING & INSPECTION OCTOBER MEMBER GIFTS

There's an old quality adage, "You get what you inspect, not what you expect."

Statistical sampling and inspection are practices that started the quality movement and continue to be an essential part of quality assurance and process improvement for many manufacturers and industries around the world.

This month's ASQ member gift is packed with resources explaining the value and practices around these fundamental tools. Included are:

- Three complete e-books (*Integrating Inspection Management*, *Statistical Quality Methods*, and *How to Perform Continuous Sampling*)
- Webcast walkthrough: *Essential Quality Tools: Statistical Sampling and Size Determination*
- Additional videos, case studies, articles and templates to help apply these tools within your organization.

Access your gifts by clicking [here](#).

## LIKERT SCALES AND DATA ANALYSIS

ASQ TV's latest video is all about data. Get advice on gathering and analyzing data in organizations, tips on using Likert scales, and a case study on leveraging data to help the bottom line. [Click here](#).

## WORLD QUALITY DAY IS NOVEMBER 9

What will *you* do to celebrate and support World Quality Day? World Quality Day is a great opportunity to celebrate the achievements of your team and organization, and to recognize colleagues and friends who work to sustain and improve performance every day of the year.



Many individuals and organizations use World Quality Day as an opportunity to act as quality advocates. In 2016, over 1000 organizations across the globe hosted activities around the theme of 'making operational governance count.'

This year's focus is "Celebrating Everyday Leadership." Quality professionals at all levels display leadership behaviors – from advocating why quality is important to using fact-based thinking to help businesses balance conflicting objectives and targets.

Of course, recognition and celebration of those who display such behaviors should not be limited to just one day. Consider the profound impacts of those who exhibit the values of the quality profession - a clarity of purpose, a focus on stakeholders, a commitment to do things properly and to objectively evaluate outcomes, along with a passion for continuous improvement.

By honoring the quality profession on November 9, we help raise the profile of the work done all year round, and highlight the positive impact of quality throughout the world. For more information about Everyday Leadership, check the Chartered Quality Institute (CQI) [website](#).

## IDEAS FOR WORLD QUALITY DAY 2017

Are you interested in doing something special or with your team to celebrate World Quality Day on November 9?

Here are some activity ideas:

- Hold a "Lunch and Learn" session: This could be a potluck event or simply a BYOBB (bring your own brown bag). Invite others to share stories about how quality has positively impacted them in their business or personal life. Or share a video to help others understand more about quality.
- Create posters about World Quality Day/Month or about specific quality tools, and put them up in strategic locations. Consider holding a contest to get others actively involved in discussing quality and creating posters.
- Conduct a fundraiser or a donation drive for a local charitable organization. Giving back to the community is a great way to support quality and help improve the lives of others

Most importantly – be sure to do something fun to celebrate and share!

## EARNING RECERTIFICATION UNITS

by Patrick Faulk, Certification/Recertification Chair

If you have one or more professional certifications through ASQ, you probably already know that your certification is good for three years, at the end of which you have to recertify. You can recertify by examination - but who wants to do \*that\* again (!?). The easier alternative is the Recertification Journal, in which you record activities that earn you Recertification Units, or RUs. You must obtain 18 RUs during your three-year certification period.

ASQ provides many ways for you to earn these precious RUs - here are some of them for your consideration:

1. Employment (up to 10.8 RUs) – full - or part-time employment counts toward your recertification, even if the job is not directly related to your certification area.
2. ASQ Courses (up to 10.8 RUs) – whether you're teaching or a student attending courses, ASQ allows credit for these activities that enhance your professional development.
3. ASQ Conference Meetings (up to 9.0 RUs) are a great way to connect you to a network of like-minded quality professionals and learn from the best in the business. The 2018 ASQ World Conference on Quality and Improvement is coming to Seattle, right in our own backyard! You can earn 1.0 RU for each day you attend.
4. Local Section Meetings (up to 9.0 RUs) – each meeting you attend (including site tours) is worth 0.3 RU. It doesn't sound like a lot, but if you attend only six each year, you can earn 5.4 RUs during your three-year certification period.
5. ASQ Certifications (up to 6.0 RUs) – Why not continue to enhance your career by taking another Certification and gain a competitive employment edge? Obtaining additional certifications also earns you more RUs.
6. ASQ Membership (up to 1.5 RUs) – Membership offers you many ways to develop and grow professionally. Membership in ASQ gives you access to a large amount of online materials, such as the quality body of knowledge, industry journals, Quality Progress magazine, quality tools and methodologies, community networks, industry events and much more!

Information about all of these opportunities (and more) can be found on the ASQ website ([www.asq.org](http://www.asq.org)). It is now possible to complete and submit your Recertification Journal entirely online – but if you need help, or prefer to submit your Recertification Journal through our local Section, just contact [me](#) for assistance.

Remember – you need to start collecting RUs right away, so you'll have at least 18 ready to submit at the end of your three-year certification. It's really easy to do if you just keep chipping away at it; it's really hard if you wait until the third year to get started. So don't delay!

## THE POWER OF POSITIVITY

(excerpt from an article by Jon Gordon)

I felt as if I just won the lottery. My excitement was that of a scientist who finally made a discovery that validated all their years of work. I had always known that positivity improves our lives, careers, relationships and teams but now I had a greater understanding of why.

I discovered Barbara Fredrickson's Broaden-and-Build theory and research demonstrating that as people experience more positive emotions, they become more resilient to stress, develop a broader perspective that allows them to see the big picture and identify solutions, build more meaningful relationships and connections and flourish in their lives and careers.

Complimenting Fredrickson's theory is new research on optimism from Manju Puri and David Robinson at Duke University who found that optimistic people work harder, get paid more, win at sports more regularly, get elected to office more often and live longer!

Finally there was evidence that being positive is not just a nice, feel-good way to live but, in fact, is the way to live if you want better health, meaningful relationships and greater individual and team success.

The most exciting aspect of all this is that we have the power to improve our lives, relationships and teams by cultivating and experiencing more positive thoughts and emotions. We have the power to influence how we think and feel and thus influence the direction of our careers.

We have the power to develop positivity within ourselves, and in the process, positively contribute to a team and organization. The more positivity we develop on the inside the stronger and resilient we become in facing the world on the outside. Positivity is a muscle and we can develop it.

The future belongs to those who believe in it and have the mindset, resilience, and perspective to overcome all the challenges in order to create it. There is a power of positivity. Let's start fueling up with it today!

*Jon Gordon is the author of many best-selling books, including [The Energy Bus](#), [The Positive Dog](#), and [The Seed](#). His books and talks have inspired readers and audiences around the world. His principles have been put to the test by numerous NFL, NBA, and college coaches and teams, Fortune 500 companies, school districts, hospitals and non-profits. Check out his website at [www.JonGordon.com](http://www.JonGordon.com).*

## PEER TODAY, BOSS TOMORROW

Whether you're a seasoned supervisor, newly promoted, or preparing yourself for a future leadership position, this book may be of interest. Author Laura E. Bernstein provides information about reducing fears and frustrations, increasing personal effectiveness, gaining great respect from others and enhancing your overall career.

For more information about this "how-to" handbook, which sells for \$10.95, click [here](#).

## MOCKTAILS FOR A CAUSE

October 28 in Kennewick

Join Restoration Convoy and other community members for a night of shopping, mocktails and food, while supporting outreach efforts to homeless teens in the local area.

Restoration Convoy is a non-profit whose mission is to restore self-value and worth to homeless youth through free senior pictures. Working with others in the Tri-Cities community, the organization provides new outfits, haircuts, makeup, goodie bags, and dinner to these students. And while this part is huge for the students and has great impact on them, the heart of Restoration Convoy is for them to know their value and worth.

This has been a local outreach for the past two years, and Restoration Convoy now wants to make their services mobile - so they can provide this experience in communities all over the country.

Money raised from this event will go toward restoring a vintage airstream that was donated to the organization so they can create a mobile studio.

The event will be held October 28 from 4:30 to 7 p.m. at Hope Tri-Cities in Richland. Tickets can be purchased at the door for \$15. They will include two mocktail tickets, light food, one raffle ticket, and access to many different vendors for shopping. Additional raffle tickets will be available for purchase as well. For more information, click [here](#).

## OCTOBER HAT, GLOVES & SOCKS DRIVE

Winter is coming, and **Soul Soup** is conducting a hat, gloves and socks drive through the end of October. They also welcome donations of dry soup packets, saltine crackers, packets of hot chocolate mix, individually packaged desserts (e.g., cookies, etc.), and paper products (bowls, plates, napkins).

Soul Soup is an ecumenical ministry whose goal is to serve a warm meal a few times of week to help reduce hunger in the Tri-Cities area. Intended especially for the homeless, elderly, and disabled, but open to anyone needing a meal, Soul Soup serves an average of 100 meals per week. Volunteers come from local businesses, churches and other organizations, providing soups, breads, salads and desserts. Additional volunteers to help serve and clean up are also needed.

Items can be delivered to Bethel Church in Richland, or First United Methodist Church in Kennewick, during regular business hours. For more information, click [here](#).

## QUOTE OF THE MONTH

“Live a good, honorable life... Then when you get older and think back, you’ll enjoy it a second time.”

~ Author Unknown

## TRI-CITIES FOOD BANK NEEDS DONATIONS & VOLUNTEERS

Did you know that it takes approximately 60 pounds of food to feed a family of four for one week? The Tri-Cities Food Bank provides emergency food to the needy residents of Richland, West Richland, Kennewick, Finley, and Benton City. Founded in 1975, it is an *all-volunteer*, nonprofit agency, more than 100 volunteers have donated more than 30,000 hours collecting and distributing food to low-income people. They collect food 365 days of the year, and they have never paid a salary.

In 2015 the Food Bank served more than 159,000 family members. On average more than 15 tons of food are distributed weekly and about 40% of the people served children. About 99 cents of every dollar goes directly to feeding the hungry in the Tri-Cities.

Volunteers are needed in a number of capacities, including forklift operators, pickup truck drivers, and warehouse workers, as well as for the pantry/food assembly area, and up front with customers each day the food bank is open.

Donations of food items are also needed. Sugar, flour, rice, beans, mac & cheese, instant mashed potatoes, soup, baby food, cereal, cake mixes, and more are always needed. In addition, cash or credit card donations are also appreciated. Check their [website](#) for more information.

## BEGGAR’S BANQUET FUNDRAISER NOVEMBER 11

Safe Harbor Support Center and My Friends’ Place are Tri-Cities organizations committed to the prevention of child abuse, and to providing outreach, support and training to assist families and children in crisis. My Friends’ Place, an overnight teen shelter, helps homeless teens 13 to 17 years old.

The annual Beggars Banquet, a fundraiser for these efforts, will be held November 11 from 6 to 10 p.m. at the Benton-Franklin County Fairgrounds in Kennewick. The event features soups to sample, live and silent auctions, raffles and drawings, and more. General admission tickets are \$50. For more information or to purchase tickets, click [here](#).

## BETTER SOFTWARE CONFERENCE AGILE DEVELOPMENT CONFERENCE DEVOPS CONFERENCE November 5-10 in Orlando, Florida

Learn what you need to build better software now. Better Software Conferences keep you current on the entire development lifecycle, including leading projects and teams, business analysis and requirements, cloud computing, going mobile, software quality, design and code, development tools, and testing. All Better Software Conferences are held in conjunction with Agile Dev Conferences and DevOps Conferences, allowing you to choose from three distinct programs. Conferences include full- and half-day tutorials and educational sessions. For more information, click [here](#).

## JINGLE AND JAZZ – NOVEMBER 17

### MLS Fundraiser

Modern Living Services (MLS) was founded in 2009 by a group of concerned parents worried about the future of their adult children with intellectual and developmental disabilities (IDD), especially in the area of housing. They began seeking property that was zoned multi-family with access to public transportation, banking, shopping, medical facilities and pharmacies. They obtained an appropriate property and the Kennewick "Perry Suites housing project was built. It has 14 subsidized adult units for people with IDD.

MLS provides housing, life skills and educational resources to developmentally disabled individuals in Benton and Franklin Counties. Through a collaborative approach, they help individuals and their families leverage existing community resources, while offering additional programs to address defined service gaps in the community.

Jingle and Jazz will be held on November 17 at the Red Lion Hotel in Pasco. The event includes wine tasting, dinner, and silent and live auctions. Cost is \$50 per person. For more information, call 208-680-7435 or email [jingleandjazz@gmail.com](mailto:jingleandjazz@gmail.com).

## TRAINING – THE SAN FRANCISCO TREAT

November might just be a great time for a trip to California. Consider checking out Fisherman's Wharf, Coit Tower, Alcatraz, and other San Francisco sights, while also getting in some great ASQ training!

Some of the courses being offered there in mid-November include:

- ISO 9001:2015 Lead Auditor Training
- ISO 9001:2008 36-Hour Certified Lead Auditor with Medical Device Focus (ISO 13485 – Exemplar Global Certified)
- Certified Quality Engineer Certification Preparation
- Software Quality Engineering Certification Preparation
- Certified Quality Auditor Certification Preparation
- Internal Auditing to ISO/IEC 17025
- Corrective and Preventive Action
- ASQ's Quality 101
- Introduction to Supplier Management
- Fundamentals of Measurement Uncertainty

For more information or to get registered for a course, [click here](#).

## OCTOBER IS CYBER SECURITY AWARENESS MONTH

(from the AARP newsletter)

Here are some tips to help you stay cyber secure:

1. **Create strong passwords.** In fact, instead of a password, create a passphrase. Make it something unique to you and easy to remember. For example, if you're a pie lover, your passphrase could be *Ilovechocolatepie*. Like to golf? How about *Golfismyfavoriteactivity*. Think of something that would be easy for you to remember, but hard for a thief to crack.
2. **Enable stronger authentication.** Stronger authentication (also known as two-factor or multi-factor authentication) adds an extra layer of security beyond using a password to access your accounts. Most major e-mail, social media and financial platforms offer multi-factor authentication to their users. To learn more, visit [www.lockdownyourlogin.com](http://www.lockdownyourlogin.com).
3. **Think before you connect.** Before you connect to any public wireless hotspot such as those in an airport, hotel, train/bus station, or café, be sure to confirm the name of the network and exact login procedures with appropriate staff to ensure that the network is legitimate. Many fake networks have seemingly legitimate names.
4. **Protect your money and your information.** Do not conduct sensitive activities, such as online shopping, banking, or sensitive work, using a public wireless network or a public computer.
5. **Turn off your Bluetooth when not in use.** Bluetooth enables your device to connect to other devices. For example, it's what allows you to operate your smartphone hands free while you are in the car. When it's on, it can open you up to vulnerabilities.
6. **Keep your software updated.** Keep your operating system and other software strong by installing updates to improve your device's ability to defend against malicious software, also known as 'malware'.

When it comes to fraud, vigilance is our number one weapon. You have the power to protect yourself and your loved ones from scams. Be careful and stay alert.

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.

## DAN SEITZ TO SPEAK AT NOVEMBER 9 MCLDA MEETING

The November 9 meeting of the Mid-Columbia Leadership Development Association features speaker Dan Seitz, who currently works as a Senior Human Resources Specialist at Mission Support Alliance.

The topic is "Mentoring and Employee Engagement Skills." Dan will share information about developing the right kind of interaction with mentees, building trust with them, and fulfilling the human needs of the mentees.

The meeting will be held at the Sandberg Event Center in West Richland, with social from 5 to 6 pm, followed by business and dinner at 6, and the presentation at 7. Cost is \$20 for the dinner and presentation, or \$5 for just the presentation. To make reservations or for more information, contact Mary via [email](mailto:mary@mission-support.com) or call her at 509-376-7305.

## FREE JON GORDON TELE-SEMINAR NOVEMBER 15

Best-selling author Jon Gordon will share **Proven Principles and Practices that Make Great Leaders Great** in a free LIVE tele-seminar (via phone or computer) on November 15 from 9 to 9:45 a.m. PDT.

Space is limited, so if interested, [sign up now](http://www.jongordon.com). For additional questions or details about the event, including how to get a recording of the presentation (must register in advance) email [daniel@jongordon.com](mailto:daniel@jongordon.com).

## MARK YOUR CALENDAR NOW FOR OUR HOLIDAY GET-TOGETHER DECEMBER 5 at Kimo's in Richland

*This is a test to see who actually reads the whole newsletter each month...Not really. But keep on reading!*

All current ASQ Section 0614 members are cordially invited to our annual Holiday Get-Together, to celebrate the season. We will meet at Kimo's in Richland, with networking starting at 5:45 pm.

As a "thank you" to our many loyal members, the section will cover the cost of several appetizer plates. You are welcome to also partake (no-host) in the beverages of your choice, as well as ordering a burger, pizza, or sandwich from their large food menu.

This is a great opportunity to take a little break from our regular meeting format, check out a different venue, and get together just for fun.

You are encouraged to invite your spouse or a guest; just be sure to make your reservations by November 30, so we can be sure to have enough room for everyone who wishes to attend.

## SECTION 0614 MEMBERSHIP

There are 106 members in our Section as of October 11, 2017.

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

