



CHAIR'S CORNER - TIME TO...WHAT?

by Jo Haberstok

Mark your calendars now! **September 19** will be our first meeting following our annual summer hiatus and, as Steve Harvey likes to say, "It's gonna be a good one, folks!" Check out the details on the next page.

So, yes, it's that time. Time for our meetings to resume. Time for school to begin. Time to start getting back into the usual regime that comes with this time of year. Time to put away the shorts and flip-flops and get out the sweaters and boots. Time to start thinking about the holidays...

Did I go too far there? Maybe we don't really want to start thinking about the holidays just yet. Well, good luck with that, because I'm already seeing Halloween decorations in several local stores!

It's interesting to think about time ... sometimes. Children wish time would go by more quickly, because they want to be old enough to start school, or drive a car, or vote, etc. As we get older, we still often want time to go by quickly when we're looking forward to a special event, a new job, or a big vacation.

But somewhere along the line, don't most of us also kind of wish time would slow down? How often do we say, "The kids/grandkids are growing up so fast?" Didn't it just seem like yesterday that they were toddlers and now they're borrowing the car and going out with their friends all the time? (Yikes!)

Another thing about time ... there just never seems to be enough of it! You sit down with a good book or jigsaw puzzle, and all of a sudden it's two hours later and time for bed. You start the day with a big to-do list, sure you'll be able to accomplish everything on it, and at the end of the day you've only gotten through half the list. Or you keep telling yourself you really need some "me" time, but you have such a full schedule of other activities that you can't ever seem to get around to that time.

If you're looking for some tips to help maximize your time and improve time management skills, consider the following:

1. Have a purpose – this will offer some clarity and direction.
2. Make two lists – one for what you'd like to accomplish that day and the other for the truly "urgent" items.
3. Be more predictable – set a schedule (and try to stick to it!) for when you'll check emails, socialize, workout, etc.

Whatever you do, don't beat yourself up too much about time. Do the best you can. And then feel good about what you accomplish!

– Jo

THE VALUE OF WORK ETHICS

by Robert Boykin

Let's focus on "work ethics," which is behavior that can give us a sense of responsibility and shape our interactions with others in a positive light. Work ethics comprise a set of values centered on the importance of doing good work.

Elements of a strong work ethic involve actions to assist in achieving good results, such as doing the right things, showing dedication and commitment, conducting ourselves professionally at all times, and disciplining ourselves so others won't have to.

Some values to consider in developing a good work ethic are:

1. Practice punctuality. Develop the habit of being on time or early for all appointments.
2. Practice professionalism and demonstrate it at all times.
3. Cultivate self-discipline.
4. Use time wisely, and
5. Stay mentally balanced.

The state of a person's work ethic can determine how that person relates to professional responsibilities such as goal-setting, accountability, task completion, cooperation, honesty, and leadership, to name a few.

Tips to improve work performance include doing one thing at a time and not multi-tasking. Don't leave things unfinished. Organize, plan, prioritize, and communicate effectively. Be honest, and give honest feedback. Show respect for others that we want for ourselves.

We are encouraged to stay focused on working and living ethically and expecting the same from others because constant exposure to ethical behavior can create a certain degree of contamination.

So, what are your work ethics? Do they consist of Integrity, Accountability, Diligence, and Discipline? If so, carry on.

Be well and be safe.

- Robert

September 19, 2018
American Society for Quality
Columbia Basin Section 0614

NOTE DATE!

WEDNESDAY,
September 19, 2018

LOCATION:

Shilo Inn
50 Comstock Boulevard
Richland, Washington

5:30 p.m. – Check
in/Networking and Appetizers
(no host bar available)

6:00 p.m. – Buffet Dinner

6:45 p.m. – Presentation

DINNER BUFFET MENU:

The Chef and crew at Riverside Catering 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 or tea is included with dinner.

Cost:

\$20 ASQ members

\$25 non members

\$5 presentation only

(cash or check)

Reservations are due
September 13. E-mail
0614asq@gmail.com
with your contact information
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/

**Avoiding Aversion:
The New Era of Risk Competency**



Joe Estey

Principal Performance Improvement Specialist
Lucas Engineering and Management Services

The management of safety and related decision making has undergone radical changes over time. Legend has it that in 1870 BC King Hammurabi used a simple but extremely effective safety system - if a worker lost a limb due to the overseer's negligence, the overseer's limb would be removed to match the worker's loss.

Fortunately, such thinking has not prevailed. But even today, some fundamental concepts are accepted by many as gospel, without subjecting them to critical analysis. One often-debated statement is that all accidents are preventable. Another is the "randomness" of events in any given organization or setting.

The decades of the 80s and 90s created a movement toward risk aversion through hazard and error elimination and control. The answer to every incident was the establishment of new rules, new policies and new limitations placed on workers and their work practices. This led all too often to a 'consequence-driven' mentality instead of being driven by curiosity and interest in the examination of our performance and processes.

Risk Aversion sets the impossible goal of avoiding something to achieve something, while Risk Competency achieves by doing rather than avoiding. Safety, reliability and quality are not defined by merely the absence of events or deficiencies, but evidenced by what we do to achieve the results—productively and deliberately.

During this interactive session, participants will gain a working knowledge of the five key risk competency skills, each with a take-away practice, tool or technique to be used in the field, shop and office.

About the speaker: Joe Estey's book, "The Tomorrow Tapestry: Life Woven on the Fabric of Change," was one of Publish America's Best-Selling Business books in 2013 and is used routinely in leadership and management courses for major corporations and public agencies. He has been elected to three consecutive terms as a Board Director of the Human Performance Root Cause and Trending Organization. As the recipient of three National Awards from the White House Executive Leadership Council for his work in public outreach and education, he frequently speaks to public agencies, corporate and small business managers and front-line workers across the United States.

Joe currently serves as the Principal Performance Improvement Specialist for Lucas Engineering and Management Services, where he works with diverse clientele (forest products and construction contractors, fossil generation and nuclear power utilities, R&D laboratories and public agencies) to identify and eliminate undesirable events through the management of human error. His past experience include chemical operations and safety management and training.

LIKE STARBUCKS? INVITE A FRIEND/COLLEAGUE TO THE SEPTEMBER DINNER MEETING AND YOU MIGHT WIN A GIFT CARD

Our September 19 dinner meeting is sure to be another really good one!

All current Section 0614 members who bring a guest/invite a friend to this meeting, per the rules below, will be eligible to win a special prize:

- The section member or invited guest (non-ASQ member) must make a reservation prior to the September 13 deadline and must attend the dinner meeting. Be sure that when the RSVP is made, it is noted that the individual is attending as *your* 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 guests a section member can invite - each guest will be considered an individual entry into the drawing.
- At our November 2018 dinner meeting, the names of all current members who brought guests during the previous months will be entered into a drawing for a "grand prize" gift card.

Please share the meeting announcement (also posted on our [website](#)) with others and invite them to join you for this meeting.

AUGUST MEMBER GIFTS – CONTINUOUS IMPROVEMENT

The free ASQ member gifts for this month focus on continuous improvement.

Quality is all about continuous improvement – ongoing efforts to improve products, services and/or processes. Such efforts may include seeking incremental improvements over time or breakthrough improvements all at once.

Resource include:

- E-Book: [Continuous Permanent Improvement](#)
- E-Book: [Proving Continuous Improvement with Profit Ability](#)
- E-Book: [Modular Kaizen: Continuous and Breakthrough Improvement](#)
- ASQTV Video: Why Improvement Teams Fail
- ASQTV Video: Coaching Your Staff into a CI Mindset
- PDCA Webcast Series: The Seven Basic Quality Tools

But wait – there's even more! [Click here](#) to access your free gifts by August 31.

ASQTV: IMPLEMENTING A CONTINUOUS IMPROVEMENT PROGRAM

Check out this [video](#) on ASQTV! Chris Moustakas, CEO of DevonWay, discusses the strategy behind implementing an organization-wide continuous improvement program.

SEPTEMBER 19 – RECYCLE BOOKS & SHARE THE KNOWLEDGE!

by Jo Haberstock

I was cleaning out some stuff that I no longer need recently, putting books and other items in boxes to donate to a local charitable organization. Then I thought, I wonder if another ASQ member might get some use out of these books.

I will be bringing the books to our September 19 meeting. I invite all of you to do the same – if you have books that you feel others might get some benefit from, please bring them to the meeting. We'll put everything on a table for others to browse through (and to take anything they can use). Recycle, reuse!

CALL TO ACTION: 2019 SECTION ELECTIONS

Who wants to see our section grow in the coming year? Who wants to help plan programs and community outreach events?

Who wants to be part of our section's leadership team in 2019? Help improve and expand our section with new and innovative ideas!

We have had some great dinner meetings, site visits and community outreach activities in 2018 so far, as well as in years past. This has been due to the efforts of a small but dedicated cadre of volunteer leaders each year, many of whom have held more than one role on the leadership team to ensure the section's continued success.

It's getting close to election time for the coming year – and we need volunteers to step up. Most of the positions (Chair, Secretary, Membership, etc.) only require a time commitment of a few hours each month – but they are all needed to keep the section running.

For more information about the positions and/or to volunteer, please contact one of our current leadership team members.

GET CERTIFIED

Application Deadline: September 7

ASQ is offering the following certification exams in October (testing window October 5-21).

- Certified Six Sigma Green Belt
- Certified Quality Improvement Associate
- Certified Quality Process Analyst
- Certified Quality Auditor
- Certified Calibration Technician
- Certified Quality Engineer
- Certified Software Quality Engineer
- Certified Pharmaceutical GMP Professional

Certification applications are due September 7. ASQ Full members save \$150 on the certification application. Not a Full member and want to upgrade? [Click here](#). For more information about certifications, [click here](#).

ANNUAL DINNER IN THE DARK SET FOR SEPTEMBER 22 IN PASCO

The Edith Bishel Center for the Blind and Visually Impaired is holding its annual "Dinner in the Dark" fundraising event on Saturday, September 22, from 6 to 9:30 p.m. at the Red Lion Hotel in Pasco.

This event raises money for the group and also brings awareness by having all diners eat blindfolded, to give them a little insight to the daily lives of those with visual impairments. (If you've never experienced this, it's well worth doing.) There will also be a silent auction, raffle, and casino games.

Tickets are \$50 and may be purchased at the Center, located at 628 N. Arthur Street, Kennewick, by calling 509-735-0699, or click [here](#).

WINE & DINE FUNDRAISER FOR SIGN September 29 - Kennewick

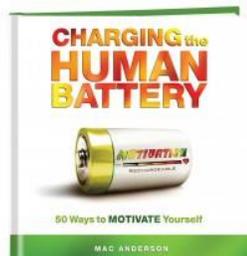
SIGN Fracture Care International will hold their annual fundraising event, "Wine & Dine for SIGN, on September 29 from 5 to 9 pm at the Three Rivers Convention Center in Kennewick. This event benefits SIGN surgeons and patients around the world.

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

CHARGING THE HUMAN BATTERY Book by Mac Anderson

Do you ever wonder why some people always seem energized and excited about life while others are controlled by their circumstances? This 144-page book was written to help discover and understand what makes folks tick.



Author Mac Anderson shares stories and quotes designed to engage your brain and your heart, and to help you think about life in a new way. As the promo material states, just remember... *people are like sticks of dynamite; the power's on the inside, but nothing happens until the fuse gets lit.*

Cost is \$15.95. Click [here](#) for more information.

CALL FOR PAPERS – 9th INTERNATIONAL CONFERENCE ON QUALITY, RELIABILITY, INFOCOM TECHNOLOGY & BUSINESS OPERATIONS

Submittals due October 15

The International Conference on Quality, Reliability, Infocom Technology and Business Operations (ICQRIT) will be held December 27-29 in Delhi. This is a leading international platform to disseminate information on the most recent and relevant advancements in research, theories and practices in the areas of quality, reliability, infocom technology and business operations. The conference is hosted by the University of Delhi in collaboration with Lulea University of Technology, Sweden and has been attended by about 500 participants from over 15 countries each time.

This theme, "Business Operations," strives to link researchers and practitioners from different branches of industrial engineering and management from around the world. The focus is on sustainable development and continuous improvements as a result of technological applications and organizational innovation (e.g., products/services, and process management). Business Operations involves management, operations, and maintenance of complex business and technical systems.

The conference will take stock of trends and developments at the turn of the millennium and will also provide direction for the future. It is hoped that sharing experiences and idea exchanges will help foster national and international collaboration.

Authors interested in presenting research papers of theoretical/applied nature or case studies are invited to submit an abstract not exceeding 250 words by October 15; details are available [here](#). For more information about the conference, click [here](#).

2018 ANNUAL CONFERENCE: WHY DEMING WHY NOW

October 5 & 6 in California

The 2018 conference theme, "Why Deming, Why Now," was selected to emphasize and demonstrate how the Deming approach continues to be relevant, cutting edge, innovate and adaptable.

The conference has been expanded to two full days this year, to celebrate the launch of a new program intended to help people access and interact with the Deming teachings.

Conference Highlights:

- **Why Deming:** Why is Deming unique? What makes it so powerful and effective at transforming businesses and organizations?
- **Why Now:** Why is Deming relevant today? How can it help shape our future? Why do businesses, government, education, and the economy need it now more than ever?

The conference will be held October 5-6 in Manhattan Beach (four miles south of Los Angeles International Airport). Cost is \$600. For more information, click [here](#).

BECOMING THE LEADER OTHERS WANT TO FOLLOW

Leadership Conference September 18 & 19 in Richland

Looking to learn about leadership? Or perhaps you just need to refresh and recharge? Check out this two-day conference presented by Paul D. Casey.

The conference offers eight topics, with choices for each morning and afternoon session. You can participate in the full conference or pick the session(s) that best fit your needs.

September 18

8:30 - 11:30 am: Discovering/Developing your Strengths OR The Leader as Coach

1:00 - 4:00 pm: Powerful Conversations/Listening Skills OR Top Traits of Terrific Team Leaders

September 19

8:30 – 11:30 am: Discovering/Developing your Leadership Style OR Crafting/Casting/Carrying a Compelling Vision

1:00 – 4:00 pm: Leading Change or Mistakes Leaders Make and How to Avoid Them

The conference will be held at Events at Sunset in Richland, and light refreshments will be provided. Cost is \$297 for two full days (four sessions); \$197 for one full day (two sessions); or \$97 for one session. For more information and to register, [click here](#).

QUOTE OF THE MONTH

“Everything can be taken from a man but one thing: the last of the human freedoms – to choose one’s attitude in any given set of circumstances, to choose one’s own way.”

~ Victor E. Frankl



SECTION 0614 MEMBERSHIP

There are 98 members in our Section as of August 6, 2018.

2018 SECTION 0614 LEADERSHIP TEAM January 1 - December 31, 2018	
Section Chair	Jo Haberstok
Secretary	Kent Ozkardesh
Treasurer	Robert Boykin
Audit	Alvin Langstaff
Membership Chair	Scott Mitson
Certification/Recertification	Patrick Faulk
Nominating Chair	Robert Kuhlman
Webmaster	Steve Prevetie
Newsletter Editor	Robert Boykin
Publicity Chair (acting)	Jo Haberstok
Programs Chair	Vacant
Social Media 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.

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.