

HOW DOES YOUR GARDEN GROW?

by Jo Haberstok

There is something special about spring and summer. Maybe it's seeing the green grass pushing through after so much snow in winter and recognizing all the wonders of nature. For me, it's seeing the first blossoms in Spring and then watching as more flowers bloom throughout the summer. And the promise of (or at least the hope for) a bountiful harvest from the garden.

But reaping the benefits and joys associated with flowers, fruits and veggies also requires quite a bit of work. Flower beds, vegetable gardens, and lawns all need to be planted, watered, fertilized, mowed, etc. Without some dedicated effort, we are not likely to get the best yield of tomatoes or the biggest pumpkins or award-worthy roses, are we?

When you think about it, it's a lot like life. Unless you happen to hit the right numbers in the lottery (or win the Publisher's Clearing House sweepstakes), you must be willing to put in some time and effort if you want to achieve much in life.

I believe most of us enjoy the feeling of achieving a goal that isn't superficial or overly easy to reach, but instead requires us to put real thought and effort toward attaining the desired result. This applies to our professional as well as our personal lives and relationships. Just sitting on the porch with a glass of lemonade (or perhaps wine) and waiting for flowers to plant themselves and then bloom prolifically is unlikely to yield much success.

You have to put on your gloves (and hat and sunscreen) and go outside. You need to prepare the soil, and then water, fertilize, and weed for your garden to grow well and reach its full potential. Similarly, successful professional and personal relationships also require dedication, commitment, and collaboration.

When you see the fruits of your gardening labor - the canna lilies blooming from the bulbs planted in the fall and so many tomatoes and cucumbers that you have to take them to the local food bank - you get a special feeling of accomplishment ... and happiness!

There is a similar outcome when you combine your talents and skills with others at work or in a professional or community organization and you see those efforts and the teamwork paying off - a successful project, meeting team goals, publication of the monthly newsletter, or sharing of opportunities for professional growth. And helping others just feels good!

Just something to think about as the warm summer weather continues this month ... How well does YOUR garden (home or professional) grow?

10 STEPS TO HELP YOU STAY SAFE THIS SUMMER



(from the Red Cross website)

As we head outside more often to enjoy the sunshine and warm weather this month, the American Red Cross offers 10 steps you can follow to help keep you safe.

Do your plans include a road trip? With more people on the roads, it's important to drive safely.

1. Be well rested and alert, use your seat belts, observe speed limits, and follow the rules of the road.
2. If you plan on drinking alcohol, designate a driver who won't drink.
3. Avoid distractions such as cell phones.
4. Use caution in work zones. There are a lot of construction projects underway.
5. Turn your headlights on as dusk approaches and during inclement weather. Don't overdrive your headlights.

Drowning can happen quickly and silently. Unless rescued, it could take as little as 20 to 60 seconds for a drowning person to submerge.

6. Prevent unsupervised access to water. Provide constant, active adult supervision, and know how to swim.
7. Swim in an area with lifeguards.
8. Designate a "water watcher" whose sole responsibility is to keep a close eye and constant attention on everyone in and around the water until the next water watcher takes over.
9. Don't just pack it, wear your life jacket - always on a boat and if you are in a situation beyond your skill level.
10. Reach or throw, don't go! In the event of an emergency, reach or throw an object to the person in trouble and tell them to grab on to it. Don't go in! You could become a victim yourself.

Invitation from ASQ Palomar Section July 12, 2023 Virtual Meeting

DATE:

Wednesday,
July 12, 2023

This is a virtual/Zoom meeting

Time:

6:30 pm – 8:00 pm PDT
(opens for networking at
6:00 pm)

(check website to confirm times)

**Cost: Free for ASQ members
and non-members**

Join Zoom Meeting:

<https://us06web.zoom.us/j/85312092224>

Meeting ID: 853 1209 2224

Any questions? Send an [email](#).

**Attendance at this meeting
earns RUs toward ASQ
recertification.**

NOTE: Be sure to enter your
name and email address in the
chat when you join the meeting
to receive the RUs.

For more information about
Palomar ASQ Section 708, click
[here](#).

For more information about our
local Columbia Basin ASQ
section and future upcoming
events, visit our [myASQ
Community](#) or
www.asq614.org/.

Building Trust, Communication, and Respect at Work: Enhance Your Multi-Generational Culture



Zac Jarrard
CQIA, CQPA, SSBB, CMQ/OE
Jarrard Consulting, LLC



Douglas C. Wood
CQE, CQA, CQPA, SSBB, CMQ/OE
DC Wood Consulting, LLC

Quality managers often work with a diverse range of stakeholders and multi-generational teams. Each generation has a unique set of strengths, weaknesses, and opportunities.

When effectively communicated with and brought together, they can help organizations deliver projects, engage associates, implement positive changes, and achieve success.

When we experience difficulties relating to someone because of generational gaps, we may also have trouble understanding and valuing the differences, and job performance and productivity may be negatively impacted.

To reap the benefits of a generationally diverse workforce, we need to learn to appreciate everyone's unique preferences, habits, and behaviors.

This presentation will provide an overview of each living generation in the United States from the Silent Generation to Generation Alpha, share tools for building high performing multi-generational teams, and reflect on future trends affecting the global marketplace.

About the speakers: Zac Jarrard has over 20 years of experience gaming, leading teams, and managing projects. His consulting firm works with clients in business, education, and the non-profit sector. Zac has presented at local, regional, and national conferences and is the author of several blogs related to gaming.

Douglas C. Wood is the author of three quality-related books and has over 40 years of experience in the areas of cost of quality, office waste, root cause analysis, and performance measurement. His firm works with clients in manufacturing, healthcare, and transactional businesses. Doug has helped others with ASQ certifications in quality auditing, management, and engineering. He has also taught auditing, Lean, Six Sigma, cost of quality, statistics, and failure modes and effects analysis.

Invitation from ASQ San Gabriel Valley July 15, & 22, 2023 Live Webinar

DATES:

Saturday,
July 15, 2023
AND
July 22, 2023

This is a two-part virtual live webinar held on two consecutive Saturdays.

Time:

11: 00 am – 1:00 pm PDT

Cost: \$75 for ASQ and non-ASQ members

Register [here](#).

Join-in information will be provided on registration confirmation email.

Attendance at this meeting earns RUs toward ASQ recertification.

NOTE: Be sure to enter your name and email address in the chat when you join the meeting to receive the RUs.

For more information about San Gabriel Valley ASQ, click [here](#).

For more information about our Columbia Basin ASQ section and other upcoming events, visit our [myASQ Community](#) or www.asq614.org/.

Structured Innovation through TRIZ: A Fast-Track Workshop



Akhilesh Gulati, SSBB Founder & Principal, PIVOT Management Consultants

TRIZ is a problem-solving method with a funny name and a host of fans, including Ford, 3M, Procter & Gamble, Cummins, Boeing, Daimler Chrysler, LG Electronics, Motorola, Siemens, and Samsung. Many companies are now discovering TRIZ's powers to solve "impossible" design challenges. Developed by Russian engineer Genrich Altshuller, TRIZ is an acronym for Teoriya Resheniya Izobretatelskikh Zadatch. The literal translation is: "theory of inventive problem solving."

Trial and error were tedious and time-wasting processes. Brainstorming did not work well. (Researchers have found that one engineer working alone gets better results than a brainstorming group.) You may have tried Six Sigma and Lean, but this latest problem has you stumped. Then someone whispers that a competitor has worked out the solution using TRIZ.

This fast-track interactive workshop will cover:

- Basic concepts of TRIZ (Theory of Inventive Problem Solving)
- Introduction to structured innovation methodology
- TRIZ techniques for problem analysis
 - Ideal final result
 - Use of resources--materials, energy, and information
 - Function analysis
- Techniques for solving problems
 - Challenging assumptions
 - 40 principles for creative solutions to trade-offs
 - Separation principles for creative solutions to inherent problems

About the speaker: Akhilesh Gulati has over 30 years of experience in the field of Quality and has published articles in ASQ's Quality Digest. A Six Sigma Master Black Belt, Akhilesh is an experienced trainer/leader in Six Sigma, Lean enterprise, reengineering, benchmarking, kaizen, waste reduction and strategy execution, and structured systematic innovation (TRIZ). He leads strategy development sessions, including Rapid Strategic Planning. Akhilesh created 'Coffee & TRIZ' meetups to further the day-to-day adoption of Inventive Problem Solving. He holds an MS in Naval Architecture & Marine Engineering and an MBA from UCLA. In addition to PIVOT Management Consultants, Akhilesh is also owner of Akhil International, a printing and promotional products business.

CALL TO ACTION: 2024 SECTION OFFICERS / TEAM LEADS

by Jo Haberstk

Would you like to see our Columbia Basin ASQ section continue to grow and flourish in 2024?

We have a great section here in the Tri-Cities and surrounding areas, and we need your help to continue to build on our successes. We are always looking for members to help grow our section with new and innovative ideas – and, to keep our section going, we need a few volunteers to step up and take on key leadership positions for next year.

It has been a really good section year so far. We have held five virtual meetings with interesting topics and speakers. We have also publicized and encouraged members to participate in several other sections' virtual events (meetings, webinars, workshops, and conferences). Our [myASQ Community](#) provides opportunities for members to network with other quality professionals and to join in discussions on a variety of topics.

It may seem early, but it is now time to start thinking about 2024. We are currently working on our 2024 business and budget plans, and we need section members willing to commit a few hours each month in the coming year to serve in the very important - and required - positions of Chair, Treasurer, Secretary, Membership, and Nominations.

Please take some time to think about stepping up to help out in the coming year. If you have questions about a position that you think you may be interested in, please contact any of our current leadership team members or send an [email](#) and we will get back to you with more information.

FREE GIFTS FOR ASQ MEMBERS

Don't forget to check out the free 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 before July 31.

QUOTE OF THE MONTH

“Even if you're on the right track, you'll get run over if you just sit there.”

~ Will Rogers

UPCOMING ASQ CERTIFICATION EXAMS

ASQ Certifications are recognized as a mark of quality excellence in many industries. It is important to understand that certification is not a license or registration. It is peer recognition that an individual has demonstrated proficiency in, and comprehension of, a particular quality area at a specific point in time.

ASQ certification is awarded to those who meet the three criteria below:

- 1) Have a specified level of education and/or experience
- 2) Provide proof of professionalism
- 3) Pass a standardized exam in the certification area

Applications are now being accepted for ASQ Certification exams scheduled September 1-30. The application deadline is August 6 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](#).



THE ARC TRI-CITIES NEEDS VOLUNTEERS

The Arc of Tri-Cities' focus is to empower individuals with developmental disabilities living in Benton and Franklin Counties to make informed choices and to have services to access those choices. They promote the rights of all people with intellectual and developmental disabilities by actively supporting full inclusion and participation in all aspects of the community throughout their lives.

The Arc serves over 2000 individuals and their families every year by providing resources and events, including Special Olympics, Partners N Pals, summer sports, dances, trips, and more.

Volunteers are always needed to help with activities. They also need durable plastic toys for their summer camps. Click [here](#) for more information or call 509-783-1131.

INTRODUCTION TO THE BALDRIGE EXCELLENCE FRAMEWORK

Hawaii ASQ Section Virtual Meeting
July 12 from 6:00 pm to 7:00 pm PDT

Quality professionals are often involved in planning and implementing quality at the organization level. Viewing the organization as a system can be helpful.

The Baldrige model is a nonprescriptive framework that empowers organizations to reach goals, improve results, and become more competitive. It incorporates proven practices into a set of questions to help manage all the components of an organization as a unified whole.

The 2023-2024 Baldrige framework focuses on:

- organizational agility, innovation, and transformation
- risk management and supply-chain resilience
- societal contributions and environmental sustainability
- the changing nature of work and workforce needs
- diversity, equity, and inclusion

Presenter Glenn Hamamura is an ASQ Fellow and a 2022 Master Examiner with the Baldrige program. He will provide a high-level introduction to the Baldrige program and the framework of the Baldrige criteria. Attendees will gain an understanding of how to use the Baldrige framework for organizational assessment and improvement.

There is no charge for this meeting, but [registration](#) is required by July 10. For more information about the meeting and the Zoom link, click [here](#).



Something to Think About...

“Forty years of both practice and research have shown me that companies spend 70% or more of their money on people, and yet the

development and performance support and maintenance of the human capital is probably one of the most neglected areas. Organizations spend enormous amounts of time looking for great machinery and excellent physical facilities. They maintain plants and equipment and they monitor how the plant is working so they can always keep it up to speed. If they used the same systematic thought processes and care with people, the return would be enormous.”

- Dr. Harold D. Stolovitch (Author of *Telling Ain't Training* and *Training Ain't Performance*)

THE TRUE MEANING OF ROOT CAUSE AND ROOT CAUSE ANALYSIS

Phoenix ASQ Section Virtual Meeting
July 13 from 6:00 pm to 8:00 pm PDT

A root cause is defined as a factor that caused a nonconformance and should be permanently eliminated through process improvement. The root cause is the core issue - the highest-level cause - that sets in motion the entire cause-and-effect reaction that ultimately leads to the problem(s).

Root cause analysis (RCA) is defined on the ASQ website as a collective term that describes a wide range of approaches, tools, and techniques used to uncover causes of problems. Some RCA approaches are geared more toward identifying true root causes than others, some are more general problem-solving techniques, and others simply offer support for the core activity of root cause analysis.

Presenter Gary G. Jing is a Master Black Belt and Lean Six Sigma deployment leader, currently serving as Senior Quality Manager at Onto Innovation. He is an ASQ Fellow and an ASQ-certified quality engineer (CQE) and quality manager (CQM/OE).

The presentation will cover:

- The true meaning of root cause
- The point of RCA
- The connection between troubleshooting and RCA
- RCA techniques
- Troubleshooting techniques

There is no charge for this meeting (via Zoom), but [registration](#) is required. For more information, click [here](#).

SURVIVING IN THE CONTEMPORARY ARTIFICIAL INTELLIGENCE & MACHINE LEARNING ERA

ASQ Innovation and Statistics Divisions Virtual Meeting
July 14 from 9:00 am to 10:00 am PDT

ASQ's Statistics Division and ASQ's Innovation Division invite everyone to learn more about artificial intelligence (AI) and machine learning (ML).

Presenter Zubair Anwar is Chair of the ASQ Technical Communities Council's committee on Industry/Quality 4.0. He holds ASQ certifications as manager of quality and organizational excellence (CMQ/OE), six sigma green belt (CSSGB) and six sigma black belt (CSSBB).

The presentation will cover:

- AI/ML technologies & impact on the quality industry
- How the Quality profession is being transformed
- What individuals and organizations should do

There is no charge for this meeting, but [registration](#) is required. For more information, click [here](#).

EFFECTIVE MANAGEMENT REVIEWS IN AN ISO-BASED QMS

Delaware ASQ Section Virtual Meeting
July 20 from 3:30 pm to 5:00 pm PDT

For quality professionals working in ISO-certified companies, conducting Management Reviews is a rewarding and sometimes stressful activity. There is always the challenge of collecting accurate and relevant data to present to your executive team. How will it be received? What questions can you anticipate? How can you best present the data, so it is meaningful and understood?

Presenter Janet Lentz is a retired senior executive and certified professional coach with experience in designing, implementing, and improving ISO-based quality management systems. She will share information about ISO-001 requirement (what they mean and ways to conform), and how to overcome obstacles to effective Management Reviews.

This is a free webinar open to everyone. For more information and to register, click [here](#).

TRY HUMOR FOR A CHANGE: HARNESSING HUMOR FOR CREATIVITY AND INNOVATION

ASQ Innovation Division Virtual Webinar
July 25 from 3:00 pm to 5:00 pm PDT

Chaos, climate change, killer hornets... Disruptions and changes are coming faster than ever these days and setting our brains on fire. Yet when our brains are on fire, our ability to be creative and innovative sometimes goes up in smoke.

Strategic humor can squelch these fires, resulting in a greater ability to create, innovate, problem solve - and to feel happier in the process.

Karyn Buxman is a neurohumorist, author, and brain-based coach. She will share ideas on how to harness humor and leverage laughter - even if you don't think you are funny.

Learning Objectives:

- Recognize how stress affects our brains and diminishes our ability to be creative
- Identify how humor's effect on the brain leads to increased creativity
- Develop one step that you can put into place in the next day to start harnessing your sense of humor

There is no charge for this webinar. For more information and to register, click [here](#).



DEMYSTIFYING AI: AN INTRODUCTION TO CHAT GPT

Free Online Webinar July 29 from 8:00 am to 10:00 am PDT

The history of artificial intelligence (AI) tools goes back several decades. ChatGPT, with the ability to generate human-like text conversations, quickly became one of the most significant tech launches since the Apple iPhone in 2007. It works by using algorithms to analyze and generate text based on a prompt from the user. When a user inputs a prompt or question, ChatGPT uses its training data to generate a response that is similar to what a human might say in that context.

While its potential is pretty amazing, ChatGPT is far from perfect as it was trained on text from the internet. While it usually sounds authoritative about things, depending on what you are asking about it could be completely wrong.

The Association of Corporate Executive Coaches (ACEC) is offering the July 29 webinar, which features presenters C.B. Bowman-Ottomanelli and Dr. Ana Melikian. They will discuss the potential of ChatGPT, how to navigate the ChatGPT landscape, harnessing the power of prompts, and some cautions and considerations for using it.

There is no charge; to register, click [here](#).

THIS YEAR'S PACIFIC REGION QUALITY CONFERENCE (PRQC) WILL BE HYBRID

November 4 from 9:00 am to 5:00 pm PDT

The theme for this year's Pacific Region Quality Conference (PRQC) is "Quality and Artificial Intelligence (AI) in the New Era" with a sub-theme of "Quality out of the Box."

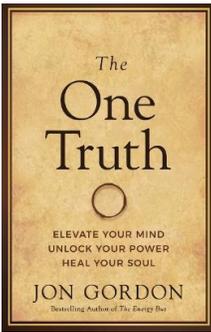
ASQ's Pacific Region consists of 20 member units (sections) and thousands of members in the states of California, Oregon, Washington (including our Columbia Basin section), Alaska, and Hawaii. It also includes the Tijuana, Mexico geographic community.

The annual conference provides opportunities for Quality professionals to share ideas and learn from workshops and presentations resulting in enhancements to personal development and business acumen, while building on the foundation of quality.

This year's event will be hybrid, with the option to attend in-person (in California) or to participate virtually. The Key Focus Areas include:

- Embracing AI Applications in Quality
- NextGen and AI
- Applying ChatGPT in Quality

More information will be available soon, including registration links and costs (expected to be around \$70). Additional information about the planned conference tracks is available [here](#).



THE ONE TRUTH: ELEVATE YOUR MIND, UNLOCK YOUR POWER, HEAL YOUR SOUL

New Book by Jon Gordon

Jon Gordon, 14x best-selling author and thought leader, has inspired millions of leaders around the world with his insights on positivity, teamwork, and leadership.

His latest book, *The One Truth*, provides insights, ancient truths, and practical strategies that can help readers see life through a new lens, think with more clarity, and feel more connected and stronger. The premise is that our state of mind, the thoughts we think, the words we say, the life we live, the power we have, and everything we experience is ultimately influenced by oneness and separateness.

For example, a team that is divided is disconnected and powerless. A team that is united is connected and powerful. The same applies to individuals. When we feel a sense of oneness, connection, and unity, we feel stronger. When we feel separate, we feel disconnected and weaker.

We are not meant to go through life feeling anxious, disconnected, insecure, cluttered, chronically stressed, worried, or sad most of the time. We are meant to live with hope, clarity, power, purpose, and confidence.

The cost for the 176-page book is \$24. To order or for more information, click [here](#).

SOMETIMES YOU NEED TO PUSH YOURSELF

by Carina Hellmich

By incorporating some of these hints into our daily lives, we can significantly enhance our ability to push ourselves:

Set Clear Goals: Clearly define what success looks like for you in all areas of life, be it personal or professional.

Practice Self-reflection: Regularly evaluate your actions and decisions. Are they aligning with your goals?

Create a Personal Accountability System: This could be a personal journal where you record and track your actions, decisions, and their outcomes, or by having a trusted mentor or coach with whom you can discuss and reflect.

Prioritize Self-Care: While pushing yourself toward your goals, don't forget to also take care of your physical and mental health.

Let's stop pointing fingers at others or waiting for external validation. Instead, take ownership of our actions, decisions, and dreams. The power to grow, succeed, and shape our destiny starts from within us.

Carina Hellmich is a speaker, author, and certified professional coach who offers coaching, mentoring, training, webinars, and energy work as a Reiki Master. View her profile [here](#).

2023 COLUMBIA BASIN ASQ LEADERSHIP TEAM January 1 - December 31, 2023	
Section Chair	Denise Clements
Secretary	Jill Connolly
Treasurer	Robert Boykin
Membership Chair	Eric Clements
Nominations Chair	Jo Haberstock
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

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 26th of the month.

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.

