



Jo Haberstok

Chair

Jo Haberstok is a communications and quality consultant, creative and technical writer, editor and author. She holds a BA in Communications, and has worked in the retail, banking and restaurant industries, as well as for several Hanford companies, gaining experience in the fields of operations, maintenance, quality, procedures, training, customer service and more.

Her articles have been published in the *Journal for Participation and Quality* and in National Management Association Chapter newsletters, and she has presented educational and poster sessions at national conferences of the Association for Quality and Participation (AQP), which merged with ASQ in 2003.

Jo has been an ASQ member for over 20 years and currently serves as a technical reviewer for workshop and educational session proposals for ASQ's annual World Conference for Quality and Improvement. She also served as a regional, preliminary and national judge for ASQ's International Team Excellence Awards program for many years. Within Columbia Basin ASQ, Jo has previously served as Vice Chair, Secretary, Membership Chair, Programs Chair, Publicity Chair, Nomination Chair and Voice of the Customer Chair. She has also served as a Washington State Quality Award Examiner in the past.