

CHAIR'S CORNER

by Robert Boykin

In ethics, integrity is regarded by many people as the honesty and truthfulness or accuracy of one's actions. With that said, it can be concluded that one of the most important elements of ethical integrity is honesty. And honesty is the best policy, right? Well, some would say that is wrong because honesty is not a policy, it's a value – which is a person's principles or standards of behavior; one's judgment of what is important in life.

Indulge yourself for a moment. Consider perhaps a friend and/or colleague, someone you know and interact with from time to time. Do you believe that person is trustworthy? Ponder it for a moment. What do you think?

Well, would you believe that according to pundits, 91% of us lie regularly? The majority of us find it hard to get through a week without lying. One in five can't make it through a single day without lying, and these are conscious premeditated lies. The majority of Americans (2 in every 3) believe there is nothing wrong with telling a lie. Only 31 percent believe that honesty is the best policy. The better we know someone, the more apt we are to have told them a serious lie.

Why should a high level of integrity matter? According to the same pundits, just as you want to trust others in your life, you must prove yourself trustworthy if they are to put trust in you. Having integrity is the foundation for building a circle of trust.

Unfortunately, you cannot trust everyone in your business or workplace, as if all had your best interests at heart. That's just the way life is.

Nevertheless, when you keep your integrity intact, you will find at least two effects on others: (1) Those who have integrity will be drawn to you; and (2) Those who do not have it will either seek to learn from you, or will avoid you. An old proverb says, "A cord of three strands is not easily broken." You need alliances with people of integrity, to make a circle of trust to fend off the sharks in the water. Integrity has this benefit.

It is said that a great way of allowing ourselves to open our minds to some of the realities that we face in our everyday lives is being aware of some of the more unfortunate things that occur around us, which can only help us to prevent ourselves from committing those same acts. Maybe honesty is the best policy, as well as an immeasurable value.

Be well and be safe.

- Robert

MAKING A QUALITY DIFFERENCE

by Jo Haberstock

For those who were able to attend, you know that we had a very interesting and educational meeting in April. Scott Keller shared information about a number of things the Port of Benton is involved with. I had no idea how large an area they oversee. I was especially excited to hear about upgrades at [Crow Butte Park](#); I haven't been there in several years, but now I plan to visit again soon. Crow Butte Park is located on a 1500-acre island in the Columbia River, 12 miles west of Paterson. They offer tent camping, three boat launches, and a lot of opportunities for hiking and exploring. It might be nice to go wine tasting at Columbia Crest Winery in Paterson and then take a picnic lunch and spend the afternoon at Crow Butte.

One of the things that struck me most about Scott's talk was how often he mentioned "community." And how the Port strives to help expand business opportunities in the communities they serve, which in turn increases jobs and the economy as a whole. Community is important. And the feeling of "community" is important - getting to know our neighbors, wanting to share our over-abundant garden goods with friends, and helping those who may need some additional support at any given time.

Our May 10 meeting features Pasco Police Chief Bob Metzger. When invited to speak with our group, he expressed enthusiasm and a desire to share information about what the Police Department is doing in the community. Do you know that they have quite a presence on social media (Facebook, Twitter), and are finding this to be just one more way of keeping the lines of communication open?

Our Section recognizes and appreciates the support of the many community organizations that help others. One large presence in our area is the Tri-City Union Gospel Mission (TCUGM), located in Pasco. They offer shelter, food, clothing and a lot more to men, women and children in need.

We will be holding a food/clothing/supplies drive at our May 10 dinner meeting to benefit TCUGM. Please take a look at the list of items they need and consider bringing some things to donate. (More about this later in the newsletter.)

On a more global "community" note, it's just about "last call" for getting registered for the 2016 World Conference on Quality and Improvement ([WCQI](#)), which will be held May 16-18 in Milwaukee. A couple of our members will also be participating in the Member Leader events prior to the official conference start. I am looking forward to hearing about all the new ideas I'm sure they will be get from other sections. The conferences are always great opportunities for networking and learning from others. I'm not able to attend this year, but I'm hoping to go next year.

- Jo

Tuesday
May 10, 2016

LOCATION:

Columbia River Catering
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 Columbia River Catering always provide a fine and varied buffet dinner for us at the Shilo Inn. The buffet usually includes two entree choices, plus accompanying vegetable, a number of tasty salads, and a vegetable and/or fruit tray.

Your choice of coffee, tea or decaf is included with dinner. And don't forget to save room for dessert!

Cost:

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

Reservations are due May 5.
E-mail Panda_2@charter.net
with your name, phone number,
and company affiliation, or call
Alvin at (509) 371-2221.

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

For more information about our
ASQ section and other
upcoming events, go to
www.asq614.org/

Pasco Police Department:
Passion, Pride and Service



Chief Bob Metzger
Pasco Police Department

The City of Pasco is a diverse community of nearly 70,000 served by a police department consisting of a budgeted staff of 76 commissioned officers. Over the last couple of decades the department's mission of providing community oriented policing services has resulted in many positive developments, most notably a significant reduction in crime – from 158 crimes per thousand to the current 27 crimes per thousand, to rank Pasco as one of the safer cities in the state.

Events in 2015 caused some to question the department, how it relates to the community and how the police carry out their mission. In response, the department has been actively seeking ways to better serve the Pasco community. Much of what the department does is based on "best practices" which include: The President's Task Force on 21st Century Policing; review of practices of other police agencies; professional training of staff; and more.

In addition, the department has or is in the process of implementing several initiatives, some of which include:

- Expanding Crisis Intervention Training to more officers
- Obtaining state accreditation
- Implementing social media sites (Facebook and Twitter) to help improve communication with the community, and launching Spanish language versions
- Adopting additional review criteria to aid in the examination of force and the training of officers

Join us on May 10 to learn more about the Pasco Police Department, ensuring public safety and law enforcement, dealing with public concerns and perceptions, and more.

About the speaker: Bob Metzger became the Chief of Police in October 2011. Prior to this, he was a police chief for over 20 years in departments in Michigan and Ohio. He also previously served as a patrol officer, detective, hostage negotiator, SWAT team leader, and patrol shift supervisor. Chief Metzger completed a Masters Degree in Criminal Justice Management and has written several articles about police management for national publications. He is a graduate of the 180th session of the Federal Bureau of Investigations National Academy in Quantico, Virginia, and the 24th session of the Northwestern University School of Police Staff and Command in Evanston, Illinois.

WHO WILL YOU BRING TO THE MAY MEETING?

by Jo Haberstk

I'm excited about our May 10 dinner meeting, with the Chief of the Pasco Police Department, Bob Metzger, as guest speaker. The Police Department has been doing a number of things to try to become more actively involved in the community and to engage others in meaningful conversations about safety and related issues.

So, who will *you* be inviting to join you for this meeting? This might be a good time to invite your spouse or other family members and friends to attend.

Remember, for every guest (non-member) you invite who makes a reservation in advance and attends the dinner meeting, your name will be entered into a drawing for a Starbucks gift card. That means if have one guest, you'll get one entry, but if you sign up 10 guests ... you'll increase your odds of winning the gift card!

Reservations for the meeting are due by May 5. Just be sure that when your guests RSVP (or if you sign them up when making your reservation), that it's noted they are attending as your guest or referred by you), so you will get the entry(ies).

Added bonus: We plan to hold a similar prize drawing at each dinner meeting in 2016. Then at the end of the year (probably at the November dinner meeting), we will have a drawing from the names of all current members who brought one or more guests during the year, and one lucky member will win an even bigger prize!

0614 HOW MANY NEW MEMBERS HAVE YOU RECRUITED?

Deadline is September 15

by Jo Haberstk

With a prize like this, I hope you are talking to all of your co-workers, friends and family members about joining ASQ.

This is your chance to be eligible for the following:

The winner will receive his or her next annual ASQ membership renewal for free - a prize valued at up to \$159!

This challenge is open to all ASQ Section 0614 members in good standing.

All you need to do is recruit the most NEW ASQ full national members including a 0614 section membership between now and September 15, 2016.

The full details and rules regarding the challenge are included at the end of this newsletter.

If you are currently attending our section meetings and site visits, you already know that we have a bunch of really great folks in our section and offer knowledgeable speakers and educational site visits. If you enjoy discounts on section events as well as on ASQ conferences, training, books, certifications ... then be sure to invite others to join, too.

FREE ASQ MEMBER GIFT

The **April ASQ (free) Member Gifts** include eBooks, a template, an exclusive webcast, and lots of great resources to help better understand organizational processes and systems and to help drive improvements. The Systemic Process Improvement Bundle includes:

- Intro to TOC from The Logical Thinking Process (PDF)
- Managing External Supplier Quality Webcast (WebEx)
- Mapping Work Processes eBook, First Edition (PDF)
- Flowchart Template (Excel)

Access your free gifts [here](#).

WHAT KIND OF TRAINING WOULD YOU LIKE OUR SECTION TO OFFER?

Our section wants to meet our members' needs. We try to do this as much as possible by offering a variety of speakers and topics at our monthly dinner meetings as well as offering one or two site visits each year. We have also brought in training courses, based on needs expressed by our members. The most notable of these in recent years has been offering several sessions of the Software Quality Engineering (SQE) training class.

Is there a specific topic that you would like to get training in? If there is enough interest in a topic, we will do our best to try to provide a workshop or other training. At the national level, ASQ offers many different courses, and there is sometimes a group discount if an organization wants to have training conducted on site.

Please let [Alvin](#) know by April 30 if you and others in your organization are interested in another session of SQE training – or if there is another topic you are interested in. Your responses will help us decide if, when, and what future professional training offerings to sponsor.

FREE QUALITY TOOLS

Are you or others in your organization looking for some good tools to use for collecting and/or analyzing data? Or maybe you don't really understand what some of the tools are (e.g., if "box and whisker plot" is something you believe your cat does when you aren't home)?

Check out the FREE quality tools and templates that ASQ offers. These include check sheet, control chart, design of experiments, histogram, scatter diagram, stratification, and, of course, whisker plot. Each tool has its own specific use. Learn more by clicking [here](#).

PARADOX...

Original source unknown – but a great message!

The paradox of our time in history is that we have taller buildings but shorter tempers, wider freeways, but narrower viewpoints. We spend more, but have less. We buy more, but enjoy less. We have bigger houses and smaller families, more conveniences, but less time. We have more degrees but less sense, more knowledge, but less judgment, more experts, yet more problems, more medicine, but less wellness. We drink too much, smoke too much, spend too recklessly, laugh too little, drive too fast, get too angry, stay up too late, get up too tired, read too little, watch TV too much, and pray too seldom. We have multiplied our possessions, but reduced our values. We talk too much, love too seldom, and hate too often. We've learned how to make a living, but not a life. We've added years to life not life to years. We've been all the way to the moon and back, but have trouble crossing the street to meet a new neighbor. We conquered outer space but not inner space.

We've done larger things, but not better things. We've cleaned up the air, but polluted the soul. We've conquered the atom, but not our prejudice. We write more, but learn less. We accomplish less. We've learned to rush, but not to wait. We build more computers to hold more information, to produce more copies than ever, but we communicate less and less.

These are the times of fast foods and slow digestion, big men and small character, steep profits and shallow relationships. These are the days of two incomes but more divorce, fancier houses, but broken homes. These are days of quick trips, disposable diapers, throwaway morality, one night stands, overweight bodies, and pills that do everything from cheer, to quiet, to kill. It is a time when there is much in the showroom window and nothing in the stockroom.

- Remember to spend some time with your loved ones, because they are not going to be around forever.
- Remember to say a kind word to someone who looks up to you in awe, because that little person soon will grow up and leave your side.
- Remember to give a warm hug to the one next to you, because that is the only treasure you can give with your heart and it doesn't cost a cent.
- Remember to say, "I love you" to your partner and your loved ones, but most of all mean it. A kiss and an embrace will mend hurt when it comes from deep inside of you.
- Remember to hold hands and cherish the moment for someday that person will not be there again. Give time to love, give time to speak and give time to share the precious thoughts in your mind.

A Closed Mouth Gathers No Foot.

BRING DONATIONS TO MAY 10 DINNER MEETING TO SUPPORT THE TRI-CITY UNION GOSPEL MISSION

by Jo Haberstok

Please join us in supporting the Tri-City Union Gospel Mission (TCUGM). We will be collecting donations at our May 10 dinner meeting.

The TCUGM began 57 years ago and exists to serve homeless and impoverished people in southeast Washington and northeast Oregon communities. Their mission is to offer rescue, recovery and restoration services to those in need. This includes providing shelter, food, clothing, as well as addressing issues and helping with housing, job searches and support groups. Many people think they only serve men, but they also support families and provide emergency shelter for women and women with children. To learn more about TCUGM and some of the individuals who have been helped there, [click here](#).

Some immediate needs include coffee, sugar, canned foods, disposable razors, and men's socks, T-shirts and pants. A list of current needs is included at the end of the newsletter. You may also make a monetary donation, if desired. Please help support TCUGM on May 10 by bringing items to donate.

EDGE 11: WHERE PEOPLE WHO GROW, GATHER May 3 - Kennewick

Some dynamic speakers will be featured at this event:

- **Ken Fincher** (WSU): Emotionally Intelligent Leadership
- **Joe Estey** (Lucas Engineering): When Push Comes to Shove, Pull Instead
- **Jodi Wilson** (Business Psychology Solutions): Who? Me? Lead?
- **Paul Casey** (Growing Forward Services): Nurturing Your Creativity

EDGE 11 will be held Tuesday, May 3, from 4:00-6:00 p.m. at the Chaplaincy, 1480 SE Fowler in Richland. Cost is \$33 (\$26 if registered by April 22). [Register today!](#)

TRY THE 8D MODEL

The eight disciplines (8D) model is a problem-solving approach. Its purpose is to identify, correct, and eliminate recurring problems, and it is also useful in product and process improvement. [Access the 8D tool](#).

GET BETTER AT PUBLIC SPEAKING AND PRESENTATIONS

Workshop – April 26 in Prosser

Do you love speaking in front of large groups? If so, great! If not, or if you could possibly use some tips to help you feel more confident in giving presentations, check out this workshop on April 26.

Paul D. Casey of Growing Forward will present three hours of practical training, and participants will leave with strategies regarding:

- Preparation – to be totally ready to rock it
- Grabbing & keeping your audience's attention
- Body language, voice and technology
- Making your message memorable

The workshop will be held at Desert Wind Winery in Prosser from 1 to 4 pm, with a wine tasting reception and networking following. Cost is \$67. For more information and to register, [click here](#).

SETTING STANDARDS, TRUST & ETHICS IN YOUR BUSINESS

Workshop – April 28 in Kennewick

Trust is a feeling to be earned and given, and it always starts at the top of your organization. With a better understanding and prioritization of confidence between leadership and employees - as well as customers - your company will see positive effects from the inside out. When leaders and managers empower employees to make decisions in the spirit of building reliable relationships, positive results include better customer service and retention and increased community support.

The workshop, presented by Chelsea Maguire of the Better Business Bureau, will cover:

- Why trust is crucial to your business
- How leaders can set the tone and culture of trust within your company
- How to show your customers your commitment to building trustworthy relationships

The workshop will be held April 28 from 1 to 3 pm, at the Tri-Cities Business & Visitor Center. Light refreshments will be served. Cost is \$35. RSVP by April 27 [online](#) or call 509-736-0510.

ARE YOU A GENIUS?

by Lorie Rosenberg

Have you ever wanted to be a genius? You know, the kind of person that can do amazing things because they were born with an incredible IQ? Wouldn't it be great to be so smart you could accomplish pretty much anything you want, almost instinctively and with relative ease?

Well, according to Thomas Edison, being a genius is not as easy as you might think. In one of his most famous quotes, he stated: **"Genius is one percent inspiration and ninety-nine percent perspiration."**

Wow, that gives a whole new perspective to what it means to be a genius. Apparently anyone can be a genius by using their insight and inspiration, along with a lot of hard work, dedication, and perseverance.

When Edison was young, his teachers had told him that he was "too stupid to learn anything." In his first two jobs, he was fired for being non-productive.

And while there's conflicting information on the number of Edison's unsuccessful attempts to create a commercially viable light bulb, he demonstrated that failure is not to be avoided. It's a learning process that will help put you on a path to future success. When he was asked by a reporter how it felt to fail so many times in his pursuit of the light bulb, he replied, "I have not failed. I have just found 9,999 ways that do not work."

Failure can be a much better teacher than success and you can learn so much from your mistakes. So are you really a genius? Because it's not so much about how smart you are, but rather about how you take your ideas and inspirations and put in the time and effort to see them through to successful completion.

Lorie Rosenberg is a Mindset Coach and writer. She has managed a speaking business for 20 years with her husband, Ron, where they have helped customers and clients market their businesses and achieve success. Check her [website](#) for more articles.

QUOTE OF THE MONTH

"The test of good manners is to be able to put up pleasantly with bad ones."

- Wendell Willkie

**ATD 2016 INTERNATIONAL CONFERENCE & EXPO
MAY 22-25 in Denver**

The ATD 2016 International Conference & Exposition offers tools, strategies, and solutions needed to tackle tough training challenges head on. Get insights into the latest innovations in talent development as well as actionable tools and solutions on designing, delivering, implementing, and measuring the success of training programs.

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

Still time to register and attend WCQI!



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.

SECTION 0614 MEMBERSHIP

As of April 5, 2016, we have 110 members in our Section.

2016 SECTION 0614 LEADERSHIP TEAM January 1 - December 31, 2016	
Section Chair	Robert Boykin
Treasurer	Kent Ozkardesh
Secretary	Jo Haberstock
Certification/Recertification	Patrick Faulk
Audit	Alvin Langstaff
Membership Chair	Jo Haberstock
Nominating Chair	Randy Cline
Education Chair	Charles Tyler
Voice of the Customer Chair	Debbie Clarke
Webmaster	Steve Prevette
Newsletter Editor	Robert Boykin
Programs Chair	Vacant
Publicity 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 might be of value to quality professionals. To be considered for the next newsletter, input must be received by the 10th of the month.

Section 0614 NEW MEMBER RECRUITMENT CHALLENGE April 1 – September 15, 2016

ASQ Columbia Basin Section 0614 is holding a New Member Recruitment Challenge. This is your chance to win a GREAT prize!

The winner will receive his or her next annual ASQ membership renewal for free. That's a prize valued at up to \$159! *

This challenge is open to all ASQ Columbia Basin Section 0614 members in good standing as of April 1, 2016, and who remain in good standing through September 15, 2016.

All you need to do is be the member who recruits the most NEW ASQ full national members including a 0614 section membership between the dates of April 1 and September 15, 2016.

How to participate? It's easy!

1. Talk to your work and professional colleagues, your friends and family members.
2. Tell them about ASQ at the national level (global focus, conferences, certifications, training, etc.)
3. Tell them about our local Columbia Basin ASQ 0614 Section (meetings, speakers, site visits, training, networking, etc.)
4. Invite them to become ASQ members (must become a full ASQ national member, with a 0614 section membership as well and must join on or before September 15, 2016).
5. When they become members, have them send you a copy of their "welcome" letter from ASQ national and their membership number.
6. Submit the information – for ALL the new members you recruit – to our section's Member Recruitment Challenge coordinator, Jo Haberstock (jkhbme@gmail.com) via email on or before September 15 2016. Please use the subject line "0614 Member Recruitment Challenge."

Notes: To be eligible for the prize, the individual(s) recruited must join ASQ as a full national member with a 0614 section membership on or before September 15, 2016. An individual who has been a member in the past (but whose membership has lapsed) may be recruited as well. Only those who join between the dates of April 1 and September 15, 2016, will be counted. The prize recipient will be notified after all memberships have been verified. In the case of a tie, ASQ Section 0614 reserves the right to provide a second prize of similar or equal value. All decisions are final.

* The prize recipient will be reimbursed for their next year's membership fee of the same type held at the time of the challenge (e.g., full national member, student member, enterprise company section member, etc.)

Additional information about ASQ, membership benefits and pricing can be found on the ASQ website at www.asq.org. Additional information about our Columbia Basin ASQ Section 0614 and a membership recruitment brochure is available on our website at www.asq614.org.

HELP SUPPORT THE TRI-CITY UNION GOSPEL MISSION

For almost 60 years the Tri-City Union Gospel Mission (TCUGM) has been a haven and a home for those who could not provide for themselves, regardless of the reason.

Did you know that TCUGM spends over \$90,000 a year on utilities alone? Or that they serve over 6600 meals a month? They provide lodging to over 120 people a night, and provide weekly assistance to over 500 needy families a year. They are much more than just a homeless shelter. They are a shelter for those without a home. And they couldn't do it without the support of community members and friends.

In conjunction with our May 10 section dinner meeting, we will be collecting donations for TCUGM.

Current needs include:

Kitchen & Pantry

- Coffee
- Sugar
- Ground beef
- Salad dressing
- Canned foods
- Cheddar cheese
- Garbage Bags 45-55 gallon
- Napkins

Men's Shelter

- Coats
- Socks
- Disposable Razors
- Underwear (small/medium)
- T-Shirts
- Pants (all sizes)

Women & Children's Shelter

- Single Ride bus tickets
- Large print Bibles (Arabic, English, Spanish)

Medical Needs

- Topical ointments (Tinactin, Hydrocortisone, Benadryl Cream, antibiotic ointment, Lamisol)
- Oral medications (Benadryl, Antihistamines, Sinus Congestion, Aspirin, Pepcid/Prilosec, Zyrtec)
- Essential oils (tea tree oil)

Maintenance & Operations

- Mops & brooms

Please bring new or gently used clothing, as well as any other items, to the May 10 dinner meeting. Monetary donations are also welcome - \$20.50 provides 10 meals. (Make checks out to "Tri-City Union Gospel Mission." We deliver all the donations to TCUGM.