



**Issue 05-16**

**NEWSLETTER**

**May 2016**

## **CHAIR'S CORNER**

**by Robert Boykin**

This & That...

I Googled for a list of commemorative dates and discovered that 26 items were listed in May, that are used by various governments, groups and organizations to raise awareness of an issue, acknowledge a group or event, or celebrate something. What I was searching for was an official "Be Happy" Month, but instead I discovered that a National "I Want You to be Happy Day" is observed annually on March 3. I kid you not. National I Want You to be Happy Day was created as a day encouraging us to do something to make others happy. As you know, putting a smile on someone's face tends to put one on ours, too.

So, with that said, I have a request for you. Over the next week or so, see how many people you can genuinely encourage to smile, or better yet, laugh about something. Following are some suggestions to assist you in coaxing a smile from someone.

- A flower here, a silly knock-knock joke there.
- Buy the person's coffee standing in line behind you.
- Remind that special someone how much you love them – and give them a big "you mean it" hug!
- Leave a sticky note for a co-worker telling them to have a spectacular day, a happy day.
- Use #IWantYouToBeHappyToday to post on social media.

And, if Happy Day isn't working for you, let's do an about face and think about burgers. Did you know that May is National Hamburger Month?



So, when you think of favorite foods in America, burgers are sure to be at or near the top of the list. Oh sure, apple pie and hot dogs are also good, but sometimes you've just got to have a burger.

How many burgers do Americans eat? It is said that the number is around 50 billion a year, give or take a double-cheeseburger or two. That's about 3 burgers per week for each person in the United States.

How important is National Burger Month? Well, it's got a [Facebook](#) page, so it must be important! And there have been Burger Challenges, Burger Brawls, Slider Square-Offs, and more.

A favorite is Red Robin and their definition of burger daddy: [n] A burger daddy is a person who pays for someone else's burgers. Sounds good to me!

Now, what can be better than a smile *and* a burger?

Be well and be safe.

- Robert

## **SUMMER MORE LIKELY**

**by Jo Haberstok**

If you're wondering what the title is all about, keep reading the rest of the newsletter. I have another article about the need for section members – that means YOU! – to step up and take on more active roles in 2017. We are a totally volunteer organization; we need your help to continue to be successful.

So, how about that May 10 dinner meeting? Not only did we have a great speaker, Pasco Police Chief Bob Metzger, but we also had a large turnout, including quite a few students from a Columbia Basin College class. We hope many of them will join us again for future meetings. We also had a reporter from the KNDU/KNDO news team in attendance; he interviewed the Chief prior to the meeting. I didn't catch it, but I heard that it made the 11 o'clock news. It was great to hear about many of the things the Police Department has been doing to better involve and engage members of the community. If you don't follow or haven't seen their Facebook page, [check it out](#).

As we head toward the end of May and into the summer months, graduation time is upon us. What do you recall most about when you graduated – whether from kindergarten or high school or college? When I think about my impending high school graduation, I remember the excitement among my classmates – the whole idea of finally "getting out" of school, even though most were heading right into college that fall. I think high school is usually the big one; at least it was for me. But I didn't have all that excitement about getting out of or done with school. I was one of those people who really enjoyed school (well, except for one art class in junior high – that, not so much).

In the fall of that year, I went to Walla Walla Community College (WWCC), which turned out to be a great experience for me. I met so many interesting people there. I don't know why WWCC and/or Walla Walla attracted students from so many faraway places, but it did. This was my first real exposure to different cultures, religious beliefs, and more. There were basketball players who had come to WWCC from Washington, DC, from Cleveland and from Birmingham. There were football players from Hawaii, Ohio and Texas. I worked part-time in the college bookstore and also at sporting events, and I met so many people and learned so much. I completed my college degree many years later, while working full time and taking night and weekend courses, but my graduation from Eastern Washington University was without fanfare. It was my high school graduation and my WWCC experiences and graduation that were the most memorable for me.

It's amazing how and where we learn things...how our choices throughout our lives provide such opportunities, and how there is so much out there for us to do, to explore, to try. I encourage everyone to do just that – meet new people, take on a new challenge, volunteer more... and always *keep on learning!*

- Jo

## CERTIFICATION EXAMS GOING ELECTRONIC

by Patrick Faulk

By now, most of you will have seen the announcement that ASQ's certification examinations are transitioning to computer-based testing. The exams coming up in June will be the last ones administered on paper. Beginning in the fall, the ASQ certification exams will be administered by Prometric, an organization with more than 20 years of experience in test administration.

The following details will hopefully answer many of your questions. If your question is not addressed here, contact [me](#).

1. The October exam cycle will be the first one that is computer-based, replacing the current proctored, paper-and-pencil exams. The exams will still be open-book.
2. Rather than on a single day, the electronic exams can be taken anytime within a 17-day window. The window for the October exam cycle will be September 29 through October 15. Examinees will send their application and payment to ASQ; once approved, they will be able to schedule their own exams with Prometric anytime during the test window.
3. The exams will be administered at Prometric test centers. Currently, the centers nearest to the Tri-Cities are in Spokane and LaGrande, Oregon. We have already discussed with ASQ the need for a local test site; they will be following up with Prometric to explore possible options. The problem of distance is (somewhat) mitigated by the fact that individuals will be able to schedule the day and time of their exams. We will update you as more information becomes available.
4. Exams will now be offered six times a year rather than two. The current March/October exams will be administered in January, March, May, July, September and November. The current June/December exams will be offered in the alternating months. This will result in a total of 102 days per year on which a given exam can be taken, rather than the current two days per year. It also means that an exam can be retaken after only two months, if necessary.

While there will be some challenges, overall this is a significant improvement in the certification process. We are hopeful that the geographic inconvenience can be resolved. In the meantime, feel free to contact me with your questions.

## STEP UP AND SERVE

by Jo Haberstok

*Pick me! Pick me!*

Remember when you were younger and someone asked "Who wants to help?" Maybe it was your mom asking and it was a fun thing that she needed help with and, of course, you wanted to help. Maybe it was a teacher asking and they were hoping to get students to help erase the chalkboard or clean up after a school room activity. Maybe you hesitated, because you really didn't want to do "work." You'd rather go outside with your friends and play. But then you thought about it and something inside nudged you to say "Okay, I'll help" – because it was something that needed to be done, and it wasn't fair to expect others to always do all the work.

Well, it's time to start thinking about 2017 and the future operation and continued success of our ASQ section. And it's time for you as a member to consider stepping up to the challenge and volunteering to serve in a leadership role. Our future success is dependent on our volunteer members. The monthly dinner meetings and site visits don't just magically happen. Our charitable giving activities, recruiting efforts, the notices about meetings that appear in The Entertainer or the local newspaper... all of these things are the result of countless hours of work, all done by volunteer members.

There are several key roles to be filled in 2017. The most obvious roles are Section Chair, Treasurer and Secretary. Other equally important roles include Membership Chair, Audit Chair, Certification Chair, Nominations Chair, Voice of the Customer Chair, Education Chair, Programs Chair and Publicity Chair.

Please take some time and think about how **you** will help our section continue to be successful in 2017. If you have any questions about the various positions and/or if you would like to volunteer for one of these roles, please contact [me](#) or another member of the leadership team.

## GET YOUR FREE GIFT – ALL ABOUT AUDITING

In honor of ASQ's 70<sup>th</sup> anniversary, the May member gift focuses on one of the core elements and roles in quality, which is auditing.

Gifts include basic introductions to auditing, video overviews, webcasts mini-courses on auditing basics and process auditing, a complete e-book on e-auditing, and lots of additional articles, tools, and templates. This is something to save and use time and again, if you have anything to do with auditing, risk management, CAPA, or continuous improvement projects. Don't miss out!

[Access your gift here.](#)

## ONE? TWO? MORE?

### Recruitment Challenge Deadline is September 15

by Jo Haberstok

So, how many new ASQ members have you recruited so far? Are you making a point of talking about ASQ and all the member benefits with your work colleagues and others? ASQ membership provides access to a variety of resources, including training, webinars, forums and group discussions, and more. All at reduced costs for members (and, in some cases, at no cost).

With a "prize" like this, I hope you are getting new members signed up right now! 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.

For those who attended our May 10 meeting, you know what a great speaker and topic we featured. We're taking the summer off from our monthly meetings, but we'll be starting up again on September 13. Keep recruiting, and you may win the prize!

## In2:InThinking ANNUAL FORUM

June 8-12, 2016 in Los Angeles

In2In is all about "thinking about thinking," which the organization sees as the foundation for thinking, learning, and working together. This non-profit, fully volunteer organization, was formed in 2001 by a group of students of the work of W. Edwards Deming and related theorists.

The annual 5-day forum is focused on making thinking about sub-systems, variation, knowledge, and psychology, and their interaction - which comprises Deming's "System of Profound Knowledge (SoPK)" - more conscious. Such InThinking will allow people to better perceive relationships and interdependencies in human endeavors, across all industries, extending to education systems and government. By improving how individuals think together, learn together, and work together, come vast opportunities for making everyone's endeavors more valuable, more satisfying, and more joyful.

[Click here](#) for more information.

## TEAM EXCELLENCE TRAINING: DEVELOPING HIGH-PERFORMING TEAMS

July 11-12 in Milwaukie, Wisconsin

Create greater effectiveness in your organization by developing and sustaining high-performing teams. Understand how to apply ASQ's International Team Excellence (ITE) framework to assist high-performing teams to meet project goals. Learn how to align team projects with business strategy and needs, manage projects from start to finish, and add value to those projects and team processes by applying the ITE framework. This training also provides an introduction to the ITE feedback report and project assessment process, which provides an established roadmap to project improvement and sustained performance.

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

## TELLING AIN'T TRAINING WORKSHOP

July 28-19 in Los Angeles

For more than 10 years, award-winning author and facilitator, Harold D. Stolovitch, has delivered his "Telling Ain't Training" workshop to thousands of training and other professionals. This is the final year for this program as a public workshop.

Making training effective while also ensuring it is challenging, exciting...even fun...is really not that difficult. So why don't we experience more of it? Because we often lack the models and tools that help transform content-driven sessions into exciting learning events. The workshop offers a simple, five-step model that can be applied quickly and easily to convert virtually any content directly into high-probability-of-success learning. Designed to work with any medium, technology or delivery system, this research-based model lies at the heart of transforming dull, ineffective telling into training that demonstrates immediate and long-term results.

For more information and to get registered, [click here](#).

## 70<sup>TH</sup> ANNIVERSARY TRIVIA

How many of these ASQ questions can YOU answer correctly?

1. What was ASQ's original name?
2. On what date was the organization formed?
3. How many members did ASQC initially have?
4. Where was the first ASQ headquarters office?
5. How many people does ASQ employ today?
6. How many ASQ sections are there today?
7. When was ASQ's first certification exam administered?
8. How many ASQ certifications have been issued over the years?
9. How many certifications does ASQ currently offer?

(Answers on page 5 of the newsletter –no cheating)

## ARE YOU A WORRY WART?

by Lorie Rosenberg

I've always said, "Worry is a useless emotion." It does nothing to affect the outcome of a particular trying or worrisome situation. Yet we all do it at one time or another. And some people more than others. Their worrying makes them irritable and irrational, and can even negatively impact their health.

I did a little research on the phrase "worry wart" and found that in its origin referred to a person who annoyed others by worrying loudly and constantly over nearly everything. Their worrying didn't so much impact themselves, but it totally distressed the people around them because of their constant complaining.

When you worry, it's usually about something that's out of your control. You worry if your children will do well in school. You worry about your health or the health of others. You worry about what someone else said or if the weather will cooperate with your outdoor plans.

When it comes to your children, all you can do is help them to learn and grow. The rest is up to them. Worrying won't change a thing. You can worry about your health, which you do have some control over. You can watch what you eat and drink and you can stay active. But some health concerns are out of your control. Even the healthiest people have contracted major illnesses and there's nothing they could have done about it. And regarding the weather, just get over it. There's absolutely nothing you can do about the weather so have a contingency plan just in case it rains on your event!

Instead of worrying, take the attitude of "What will be, will be." There's nothing I can do about it so I will deal with the situation when it arises, if it ever does. In most cases, your worrying will have been for nothing anyway, because we tend to fret about things that never even happen! And even if they do, your worrying would have done nothing to stop them.

So if you're a worrier about almost everything under the sun, you're probably making yourself a little crazy and perhaps some of the people around you as well. Decide what you have control over and take action. You'll feel better about it. But if there's nothing you can do about it, then stop wasting valuable energy that you could use on other more enjoyable and rewarding endeavors.

Lorie Rosenberg is a Mindset Coach and writer. Her mission is to help others achieve their dreams, goals, and objectives. For over 20 years, she has managed and operated QualityTalk, Inc., a marketing and communications firm, in Wake Forest, NC, along with her husband and business partner, Ron Rosenberg. Check her [website](#) for more information.

## QUOTE OF THE MONTH

"People, even more than things, have to be restored, renewed, revived, reclaimed, and redeemed. Never throw out anyone."

~Audrey Hepburn

## 11 LESSONS FOR GRADUATES AND YOU

by Jon Gordon

NOTE: The following is excerpted from an article by Jon. It has been shortened here (just a bit) due to space limitations. The full article can be viewed [here](#).

1. **You are here for a reason** and the most important thing you can do in life is to find, live and share your purpose. It's the one thing in life that truly matters and if you don't pursue it, everything else is meaningless.
2. **Follow your passion.** It so often leads you to your purpose. You may not know what your passion is right now. That's ok. The important thing is to make it your life mission to find it, live it and share it. To help find your passion, seek out jobs and experiences that allow you to use your strengths and gifts. Do what energizes you.
3. **Beware of hobbies.** Just because you love spending time on Facebook doesn't mean you would enjoy working for the company. And just because you love to cook doesn't mean you would enjoy owning a restaurant. For example, I owned restaurants but I realized I didn't love the food business. I loved the service and marketing aspect of the business.
4. **Quit for the right reasons.** Don't quit because work is hard or you're experiencing challenges. Quit because in your heart you know there is something else for you to do. Quit because you are not benefitting yourself or the organization you work for. Quit because you are absolutely certain you are no longer supposed to be there.
5. **Learn from every job and experience.** Every job, good or bad, prepares you for the work you were ultimately born to do.
6. **Your current job may not be your ultimate purpose** but it can serve as a vehicle to live and share your purpose.
7. **Whatever job(s) you take after graduation simply decide to serve.** When you serve in small ways you'll get more opportunities to serve in bigger ways.
8. **Your dream job is likely not the one you dreamed about.** So often we end up in amazing careers that have nothing to do with our college degree or childhood dreams.
9. **The quest for your purpose is not a straight line.** It is filled with mystery, signs, obstacles, victories, dead ends, delays and detours. Your job is to stay optimistic and faithful on your quest.
10. **Don't rush the future.** There is a process that seeds must go through in order to become all they are destined to become, and you must go through this same process to become the person you are meant to be and do the work you are meant to do. You may want things to happen NOW but more than likely if you got what you wanted NOW you wouldn't be ready for it. The purpose process prepares you, strengthens you, shapes you and grows you to be successful, *not in your time, but in the right time*.
11. **Be the Seed.** Seeds surrender themselves to the ground so they can be used for a greater purpose. Wherever you work, decide to plant yourself where you are and allow yourself to be used for a greater purpose. When you plant yourself and make a difference you grow into the person you were born to be and produce a harvest that will benefit others and change the world.

Jon Gordon's best-selling books and talks have inspired readers and audiences around the world. He is the author of *The Wall Street Journal* bestseller *The Energy Bus*, *The No Complaining Rule*, *Training Camp*, *The Shark and The Goldfish*, *Soup*, *The Seed*, and his latest, *The Positive Dog*. Check out his website at [www.JonGordon.com](http://www.JonGordon.com).

## SECTION 0614 MEMBERSHIP

As of May 16, 2016, we have 100 members in our Section.

2016 SECTION 0614 LEADERSHIP TEAM	
January 1 - December 31, 2016	
Section Chair	Robert Boykin
Treasurer	Kent Ozkardesh
Secretary	Jo Haberstok
Certification/Recertification	Patrick Faulk
Audit	Alvin Langstaff
Membership Chair	Jo Haberstok
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.

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.

### Answers to the trivia questions:

1. The American Society for Quality Control (ASQC)
2. Seventeen local quality societies joined to form ASQC in February of 1946; the new organization was incorporated on June 26, 1946
3. 1000
4. New York City - about a block away from where the U.N. headquarters stands today
5. 194 (as of March 2, 2016)
6. There are more than 250 volunteer-run ASQ sections and subsections
7. In 1968, ASQ administered the quality engineer certification exam to 226 candidates in 14 locations
8. Over 202,000
9. 17



The Global Voice of Quality®

Celebrating 70 Years



## 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 Haberstok ([jkhbme@gmail.com](mailto: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](http://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](http://www.asq614.org).