

CHAIR'S CORNER

by Robert Boykin

How do you define leadership?

(selections acquired from leadership articles)

There is an old story about a stranger traveling on horseback during the Revolutionary War in 1779. While near a battlefield, the rider came across a group of exhausted American soldiers who were digging trenches to support a potential overnight defensive position. The rider noticed that the unit's commanding officer was also on horseback, and he was shouting instructions at the men to dig faster, dig deeper and he threatened to punish the person who finished their section last as it was getting dark.

The stranger approached the officer as darkness fell and asked, "If this is so important why aren't you helping?" The officer advised the stranger that he was the officer in charge, and the men do what *he* orders. "That's the way it works." The officer then proclaimed to the stranger, "You should help them yourself if you feel so strongly about it."

Much to the surprise of the officer and the soldiers, the stranger dismounted and worked in the trenches, side by side with the men until the job was finished. Once the work was done he congratulated the men, and then approached the puzzled officer.

"Next time your rank prevents you from supporting your men, you are to notify top command and they will provide a more permanent solution," said the stranger, who was now up close and easily recognizable as General George Washington.

This story is an account about good leadership and bad leadership. Great leaders, as many believe, are willing to do the work of their team without complaint when needed.

Are you a leader who is willing to work alongside your team members as in the example identified above? Or, are you a leader who believes in "always being in charge" and expecting the team to do what you mandate?

So, how do you define leadership? More importantly, how do feel you are performing as a leader at the present time?

Do you make plans? Do you solve problems? Do you organize people? According to many, what leaders really do is prepare organizations for change and help them cope as they struggle through it.

A quote from Howard Schultz, Executive Chairman of Starbucks: "When you're surrounded by people who share a passionate commitment around a common purpose, anything is possible." People support what they help create.

Be well and be safe.

- Robert

SUMMER = ROAD TRIP(S)

by Jo Haberstok

It's now officially SUMMER, and I'm feeling the urge to do a little traveling. How about you? Maybe you've got a big family vacay planned, testing out the latest roller coasters at [Disney World](#) or [Six Flags](#)? Maybe something a little less "adventurous" like [Butchart Gardens](#) or, closer to home, the [Gaiser Conservatory](#) and gardens at Manito Park in Spokane?

Did you know that Washington is ranked #3 on [WalletHub's](#) list of best road-trip destinations for summer? Who knew, huh? And Oregon is #1! I sometimes prefer trips that are a little closer to home; it's a lot easier to pack for two or three or four days than for a week. I probably over-pack a little anyway (just a little?), but you never know about the weather or if you might need something less casual than jeans and t-shirts to wear every day.

That's another reason I like going places within driving distance – no airline hassles. I've become accustomed to making room in my checked bags for all toiletries larger than a few ounces or with potentially sharp edges. But then the weight of the bags increases, and I don't want to have to pay more fees for overweight bags. And now many airlines are charging for just about everything. Remember when you didn't have to worry about whether you'd be forced to "check" a carry-on bag or possibly have it thrown into the cargo hold due to lack of room in the overhead bins and/or under the seats? Remember when a meal was actually included in the price of the ticket? Granted, most of the airline meals weren't all that great, but when they stopped providing them for "free" the prices of the airline tickets didn't get reduced, did they?

I know, I know. The economy. Profits. Whatever. I'd just like to see a new in-flight movie offered one of these days: "Return of the Quality Service." But of course there would be an additional charge, wouldn't there?

I don't mean to sound overly negative here. And I also don't mean to pick on just the airlines, because I'll bet we can all think of a few other places where service is not what it used to be.

I have also experienced some great customer service at a number of establishments, both locally and while on various trips.

I hope you all have a wonderful summer and some great vacations. Even if you stay near home, be sure to check out the many Fourth of July celebrations coming up, and don't forget that July is National Ice Cream month and July 16 is [National Ice Cream Day!](#)

And if you are still looking for vacation ideas, check out this article: [From Tri-Cities to the Coast – 10 Great Vacation Spots](#), prepared by one of the folks at KORD 102.7 FM.

- Jo

CALL FOR VOLUNTEERS: HELP OUR SECTION IN 2018

We're looking for section members – that would be YOU! – to step up and volunteer to help out in 2018.

This year has been a good one for our section, with some great programs, site visits and training offered. Let's continue the momentum in 2018!

It's about that time again – election time! We want to allow as many members as possible to have an opportunity to become more active in our section in 2018. Key positions to be filled are Section Chair, Treasurer and Secretary. Equally important to our continued success are the required committee leads: Membership, Audit, Nominations, Certification, Programs, Publicity, Education, and Voice of the Customer.

Please give some serious thought to volunteering to serve on the 2018 leadership team. We are always open to new ideas, and we need willing members to step up and help turn ideas into activities to benefit our members and our local communities. Most positions do not require a huge time commitment.

If you want to help, contact our nominations chair, [Becky Corral](#). She will be happy to share more about the roles and requirements.

JUNE MEMBER GIFTS – ALL ABOUT CHANGE

If you've ever been frustrated because others can't seem to grasp – or won't support - your great idea for an organizational change (who hasn't?), ASQ's free June member gifts may be of help.

Changes usually don't fail because the idea is terribly flawed but rather because of resistance from others, often because they prefer to maintain the status quo or just don't want to change their own ways of thinking.

This month's resources include introductions to the basic elements of change management as well as detailed case studies, full e-books, and expert videos.

New Webcast: [We Move our own Cheese: Championing Change](#)

E-Book: [The Magic of Self-Directed Work Teams: A Case Study in Courage and Culture Change](#)

Expert Webcasts in [Managing Change](#), [How to Create a Vibrant, Thriving Culture](#), and more.

Access these and even more resources and articles by clicking [here](#).

QUOTE OF THE MONTH

"It is impossible to live without failing at something, unless you live so cautiously that you might as well not have lived at all, in which case you fail by default."

- J.K. Rowling

DON'T MISS OUT – APPLICATIONS DUE JULY 7 FOR AUGUST CERTIFICATION EXAMS

by Patrick Faulk

The [application](#) deadline for the following ASQ certification exams is July 7. The examination window is August 4-20.

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

ASQ just announced new web-based certification prep courses starting in July. The online courses are instructor-led, so you get the benefit of the training without the travel. More details about the courses and how to sign up are in the next article.

Also, a couple of recent changes from ASQ relative to recertification: (1) If you have an ASQ certification and are tracking recertification units (RUs), effective April 1, 2017, you now can claim 0.5 RU per year in your Recertification Journal for being an ASQ member (Full, Associate, or Student), up to a maximum of 1.5 RUs; and (2) Because of the move to computer-based testing, after 2018 the total number of RUs that can be claimed for exam proctoring will be reduced from 7 to 5.

When submitting for recertification remember that you have the option of submitting your Recertification Application online, or through [me](#), as Section 0614's Recertification Chair.

ASQ OFFERS WEB-BASED CERTIFICATION PREP

Are you considering ASQ certification? Need a little extra help preparing?

ASQ has offered classroom courses for many years, and they now offer several in web-based format – no traveling required!

Check out these courses currently available, with costs for ASQ members ranging between \$599 and \$999:

[Certified Six Sigma Black Belt Certification Preparation](#)
Tuesdays, July 25, 2017 – October 3, 2017, 3 – 7 p.m. PST

[Certified Six Sigma Green Belt Certification Preparation](#)
Tuesdays, August 1, 2017 – September 19, 2017, 4 – 7 p.m. PST

[Certified Supplier Quality Professional Certification Preparation](#)
Thursdays, July 13, 2017 – August 31, 2017, 4 – 7 p.m. PST

[Certified Quality Technician Certification Preparation](#)
Tuesdays, July 11, 2017 – August 29, 2017, 4 – 7 p.m. PST

[Certified Manager of Quality/Organizational Excellence Certification Preparation](#)
Tuesdays, October 17, 2017 – December 5, 2017, 2 – 5 p.m. PST

ASQ TRAINING - BUY 1 (OR MORE), GET 4 FREE

Limited time offer from ASQ: Purchase any of the following Lean or Six Sigma courses by June 30, 2017, and you will receive four *Quality Express™* courses FREE: *Affinity Diagram, Project Selection, Probability Basics* and *SIPOC*. The following courses qualify for this offer (ASQ member price listed):

[Kaizen](#) – \$19

[5S](#) – \$25

[Value Stream Mapping](#) – \$25

[Introduction to Lean Principles](#) – \$25

[Problem Solving Using A3](#) – \$25

[Introduction to Six Sigma](#) – \$180

[Lean Six Sigma Yellow Belt](#) – \$595

[Lean Six Sigma Green Belt](#) – \$1895

[Lean Six Sigma Black Belt](#) – \$2790

Enter Promo Code **ELRN617** at checkout to receive the free Quality Express Courses.

INTERNATIONAL TEAM EXCELLENCE AWARDS - RECOGNIZE YOUR QUALITY TEAM(S)

The ASQ International Team Excellence Award (ITEA) process begins by understanding the criteria and concludes by presenting your results. The idea is to document your efforts throughout the course of a project, which will focus your team and provide feedback along the way. At the end of your project, submit your results to the competition for the chance to have your efforts recognized on an international stage.

If your company has made an investment in teams, why not see how your team compares to the best...and get the recognition your team and your company deserves. The ITEA award recipients save millions for their companies and showcase their outstanding projects and processes live at ASQ's World Conference on Quality and Improvement (WCQI). Your team could be at the 2018 WCQI in Seattle! Check out this [video](#) about the process.

Why participate in the Team Excellence Awards?

Learn - Study other teams and benchmark your team's efforts

Share - Showcase and gain recognition for your organization's continuous improvement process

Benchmark - See how your team measures up against the best of the best in quality processes from around the world

Recognition - Promote employee recognition and motivate staff to embrace quality practices throughout your organization

For more information about the process, timeline for submissions and to apply, [click here](#).

IVAN ROTHMAN TO THE RESCUE

by Jon Gordon

My wife and I recently bought a place in Los Angeles and our realtor was Ivan Rothman. Ivan Rothman not only sounds like he's a realtor but if you look up realtor in the dictionary there should be a picture of him. I mean Ivan seemed to care more about the place we bought than we did.

We were heading out to LA to move in so we had our car shipped out there to arrive on Saturday. We planned to arrive and then go meet the car transporter with the car. There was just one problem. I received a call on Thursday that our car had already arrived. I called several friends who lived in the area but couldn't get in touch with anyone. What do I do?

I called my wife's friend but she was at work. I then thought of Ivan and called him.

"Ivan I'm in a bind and need your help."

He said, "The answer is always YES even before you ask for help and tell me what you need?"

Seriously, I thought? The answer is always yes. He can't be serious.

It turns out Ivan was serious. He drove in traffic for a few hours. He met the car transporter. He drove the car to my place and put it in the garage. He missed dinner with his wife and family (which I feel horrible about) in order to help me. And then drove back with the car transporter to his car and went home.

Ivan Rothman came to the rescue and saved the day.

I've read that 98% of realtors don't ever follow up with their client to see how they are doing. But Ivan did more than follow up. He went way above and beyond his job description.

When you go above and beyond to show you care you earn a customer's loyalty for life and people notice and talk about your legendary customer service.

And something else happens; the positive energy comes back to you.

As Ivan was driving with the transporter back to his car the transporter told Ivan he lived in LA and was looking to buy a new house and asked Ivan if he could help him find a house to buy. If that happens this story gets even better.

Jon Gordon's best-selling books and talks have inspired readers and audiences around the world. His principles have been put to the test by numerous NFL, NBA, and college coaches and teams, Fortune 500 companies, school districts, hospitals and non-profits. He is the author of a number of best-selling books, some of which include The Energy Bus, The No Complaining Rule, Training Camp, The Shark and The Goldfish, Soup, The Seed, and The Positive Dog. Check out his website at www.JonGordon.com.

WEEKEND ON-LINE REFRESHER COURSE FOR ASQ CERTIFIED SUPPLIER QUALITY PROFESSIONALS

ASQ Section 0701 (Orange Empire) is offering an online "weekend refresher" course this summer for Certified Supplier Quality Professionals (CSQPs) and/or individuals studying to take the ASQ exam in the future.

The Certified Supplier Quality Professional usually works with an organization's supply chain and suppliers to continuously improve performance of key system components (increase life cycle, reduce scrap, improve repair processes, etc.) by implementing process controls and developing quality assurance plans.

The ASQ CSQP certification exam is a 150-question, four-hour exam (open book), which will be offered again in September. Experience requirements to sit for the exam are fairly extensive; you can view them [here](#).

The training being offered by Section 0701 is online, web and audio conferencing, comprised of six Saturday morning sessions, starting July 15 and running through August 18. Cost is \$299 for non-ASQ 0701 members. A reduced rate is available for those currently unemployed. Registration and payment must be received by July 12.

For more information, contact [Vinay Goyal](#), Lead Instructor for the course (714-876-4277). To register for the course, click [here](#).

NEW DISTRACTED DRIVING LAW

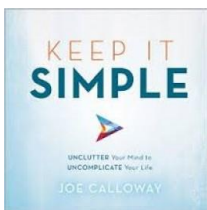
(excerpt from AAA newsletter)

Just a reminder - Washington's new distracted driving law takes effect on July 23. The new law makes it illegal to hold or use an electronic device while driving, even when stopped at a light or in traffic.

Consider going beyond the new law for your own safety - and everyone else's. When you are behind the wheel, put away electronic devices. Is there really a need to call or text while you're on the road? It can probably wait until you pull into a rest stop or service station.

Be safe out there.

KEEP IT SIMPLE – EASIER SAID THAN DONE?



Do you ever find yourself feeling overwhelmed by all the options? We live in a complex and complicated world, and it seems like another new technology or gadget – or idea – is popping up just about every day.

Joe Calloway's book, Keep it Simple:

Unclutter your Mind to Uncomplicate your Life, is a quick read with some good takeaways. In just 88 pages it offers insights that may be helpful in making decisions, reducing stress, and achieving goals – both professionally and personally.

Check it out [here](#).

SECTION 0614 MEMBERSHIP

There are 112 members in our Section as of June 5, 2017.

2017 SECTION 0614 LEADERSHIP TEAM January 1 - December 31, 2017	
Section Chair	Robert Boykin
Treasurer	Kent Ozkardesh
Secretary	Jo Haberstock
Certification/Recertification	Patrick Faulk
Audit	Alvin Langstaff
Membership Chair	Liz Dickinson
Nominating Chair	Becky Corral
Programs Chair	Jo Haberstock
Webmaster	Steve Prevette
Newsletter Editor	Robert Boykin
Publicity Chair	Jo Haberstock
Voice of the Customer 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.

