

CHAIR'S CORNER

by Robert Boykin

Want to talk?

It is said that too often a conversation results in wasted time with nothing productive to show for it. Whether you've run into someone at an outing or you're pressed for time, you can use specific tactics to have a more meaningful conversation. Below are some suggestions taken from an article I recently read.

Don't get too excited about your next thought.

People can tell when you aren't truly listening because you just can't wait to spit your next thought out. Before they've finished, you're already eager to tell them about an amazing experience you had. Make it a point to listen before you speak. If your story's really interesting, it will still be interesting in five minutes.

Ask good questions that show you're engaged.

One of the best ways to show engagement is by expressing a natural curiosity for what the other person is telling you. Make it a point to ask at least one question before moving on to the next topic. Gathering details makes it more likely that you'll be able to establish a connection with the other person or find a way you can lend a hand.

Don't waste people's time.

Most people appreciate it when you value their time. Sometimes you can have a more meaningful conversation in 15 minutes than you can in an hour. What's important to cover is how you can help each other out. Be genuine about delivering value and cut to the chase early.

Listen and remember key points.

What does he/she do for fun? What are they passionate about? These things are important to remember. The next time you touch base, ask for an update. If you know they love to travel, ask them when their next trip is. If it seems like they left an imprint during your last conversation, they'll take you more seriously.

Hold back on sharing how awesome you are.

As a young entrepreneur, I couldn't stop myself from talking about my accomplishments. However, as I get older, I realize that the most awesome people don't have to pitch everyone on how awesome they are. People will naturally think you're awesome as the conversation develops.

One of the biggest privileges we have as humans is the ability to communicate with one another in deep and meaningful ways. The ability to have good conversation is valuable because it is unique to humans. Enjoy the privilege you have to learn from others and to share wisdom with them by getting good at conversation.

Be well and be safe.

- Robert



COUNTING BLESSINGS

by Jo Haberstok

It's that time of year - Thanksgiving and the holidays - often a time when we tend to think more about friends, family and the many blessings in our lives.

I, for one, am grateful for our many ASQ Section 0614 members. I enjoy the opportunities our section provides to get together every month or so, to meet new people, catch up with others, and learn new things.

Our November 14 dinner meeting was another good one. Ed Landauer traveled from the Portland area to share with us his thoughts on Servant Leadership. He asked some thought-provoking questions and offered some interesting (and not always obvious) examples.

I hope many of you will be able to join us on December 5 for our annual Holiday Get-Together. The year's event will be held at Kimo's in Richland. Our section will provide several appetizer plates. Members are encouraged to invite their spouse or another guest; just be sure to get your reservations in soon (by November 30), as space is limited.

Speaking of holidays, for those who love saying "It's only XX days until (insert upcoming holiday)!" check out the [Holiday Countdown Calendar](#), a useful site to help you know exactly how many more days until your next favorite day. It's actually kind of neat – and it includes more holidays than I even knew existed (e.g., National Library Workers Day, Wright Brothers Day, etc.) What a great way to be sure you don't forget Boss's Day next year (it's October 16) ... and you may also want to let your boss(es) know that Employee Appreciation Day is March 2.

In recent newsletters we have included information about some of the charitable organizations in our member communities. We are spotlighting a few more this month. We recognize there are hundreds of organizations that do good work and help the underserved, and we encourage our members to consider supporting them. Most organizations are always in need of donations – of specific items as well as volunteers to help carry out their missions. And, of course, monetary donations are always appreciated.

Whatever you decide is the best way for you to contribute in your community – Thank You! And keep up the good work in 2018!

Hope to see you at our December get-together!

- Jo

December 5, 2017
American Society for Quality
Columbia Basin Section 0614

NOTE SPECIAL LOCATION

Tuesday
December 5, 2017

LOCATION:

Kimo's
2926 N. Columbia Center Blvd
Richland, Washington
(509) 783-5747

View their menu at
<http://www.kimosrmbc.com/#kimos-bar-and-brewery>

Time:

5:45 p.m. - Check
in/Networking

6:00 p.m. - Appetizers
(courtesy of ASQ)

There is no cost to network and
partake in appetizers.

Due to individual palates, ASQ
Section 0614 will provide some
appetizers for everyone to share.

Members/guests may order the
beverages of their choice (no
host) and can also order entrees
from the menu if desired.

Beer, wine and other beverages
will be available for purchase.

For planning purposes,
**reservations must be received
by November 30.** Send an
email to panda_2@charter.net.
This event is limited to 30
attendees – make your
reservation soon!

For more information about our
section and other upcoming
events: www.asq614.org/

HOLIDAY GET-TOGETHER
Kimo's Sports Bar & Brew Pub



2696 North Columbia Center Blvd
Richland, Washington

Join us on Tuesday, December 5, to celebrate the holiday season.

This is a great opportunity to take a little break from our regular meeting format, check out a different venue, and get together just for fun.

As a “thank you” to our many loyal ASQ 0614 members, the section will cover the cost of several appetizer plates.

You are welcome to also partake (no-host) in the beverages of your choice. Kimo's offers many different styles of beers as well as wine and other beverages).

You don't need to be a beer lover to have a great time at this get-together, so please come and join in the fun.

You are encouraged to invite your spouse or a guest; just be sure to make your reservations by November 30, so we can be sure to have enough room for everyone who wishes to attend.

A little about Kimo's:

Kimo's is a sports bar and restaurant, featuring a full service menu and also brewing their own beer under the Rattlesnake Mountain Brewing Company (RMBC) label.

Founded in 1997 by Steve & Renea Metzger, RMBC opened on July 4 of that year and quickly grew to be a local favorite hangout. They sold the business to Kimo von Oelhoffen (of Seattle Seahawks fame) in 2002. Major renovations were made in 2005, and the new and improved “Kimo's” opened shortly thereafter.

Kimo's offers a variety of microbrews, including Honey Red, Helluva Hefe, Screaming Eagle IPA, Snake Light, Cascadian, Hickory Smoked Porter, to name just a few. They also offer wine and other drinks. A large and varied food menu is also available, which includes salads, wings, burgers, pizza, sandwiches, and several entrees (including fish & chips and more).

FREE NOVEMBER GIFT

DISRUPTIVE TECHNOLOGIES AND THE FUTURE OF QUALITY

With breakthroughs coming at ever-faster speeds in artificial intelligence, robotics, virtual reality, 3-D printing, big data, and the internet of things (IoT), to name a few, today's quality professional needs new tools, skills and ways of thinking to both survive and thrive in the workplace.

ASQ's free member gift this month is all about disruptive technologies and their impact on quality. Included are:

- **Industry 4.0: The Quality Professional's Future** (Peter Merrill Webcast)
- **Humans are Underrated: The Critical Overlooked Factor for Quality Professionals Facing Disruptive Technology** (Geoff Colvin Webcast)
- **Artificial Intelligence, Machine Learning and Quality** (Nicole Radziwill Webcast)
- **The Future of Collaborative Service Robots and Quality** (Jon Morris Webcast)
- **eAuditing: The Future of QMS Auditing** (Shauna Wilson Webcast)
- **Innovation Never Stops: Innovation Generation – The Culture, Process and Strategy** (E-Book by Peter Merrill)

But wait...there's even more! [Click here](#) for all the freebies.

QP YOURSELF!

In recognition of ASQ's main publication, QP (Quality Progress) celebrating 50 years, "QP Yourself" allows members to be part of the party – literally.

You can upload a photo, get creative with text and colors, and then share your one-of-a-kind cover to social media, or print it out and send it to friends and relatives, or post it in your workplace.

I checked with ASQ and they said they plan to have this available to members until mid-December. This is a fun thing to do – give it a try!! [Click here](#) to get started.



ASQ TV: INNOVATION AND PROCESS APPROACH

In this short video, John E. "Jack" West discusses innovation and the process approach as they relate to ISO 9001:2015. West is a long-time member of the U.S. Technical Advisory Group to ISO Technical committee 176 (TAG 176) and a former TAG 176 chair. He is currently a member of international strategic committees that work to define and guide the standard revision process.

He says that although the idea of standardized quality systems has been perceived as a restraint on innovation, it was never intended to be that. And while many in the profession may think the process approach is gone, it's not – it is not going away, it's just being enhanced. To view the video, click [here](#).

FREE ASQ CERTIFICATION/PREP GUIDE

Looking for a way to move your career forward? Consider adding an ASQ certification to your credentials – you'll be adding a mark of recognized quality excellence. ASQ certifications are recognized globally and have also been known to help increase earning potential.

ASQ is offering a free download of **ASQ Certification and Certification Preparation Tools**, a comprehensive guide to all the certifications currently offered. The guide can be accessed [here](#), by indicating the types of certifications you are interested in.

For more information about ASQ certifications and upcoming exams, visit the Certification [Website](#).

STATISTICAL PROCESS CONTROL DASHBOARDS Steve Prevette Webinar on YouTube

Check it out! Steve Prevette, our section 0614 webmaster, discusses SPC dashboards in this webinar, which was presented through ASQ Blue Ridge Section 1108, earlier this month.

There were apparently some issues with the audio being heard by everyone, so you will hear comments at the beginning about that, but don't let it keep you from continuing to watch the presentation.

Many thanks to Steve for volunteering to share his knowledge on this important topic. Click [here](#) to view the webinar.

JOB SEEKER? LOOKING TO FILL A JOB? Check the ASQ Websites

[ASQ's Career Center](#) provides members with access to many resources that may be of help in finding a job or posting a resume for potential employers to see. Organizations can post jobs, find qualified candidates and access information to help improve their recruitment processes. You can also subscribe to [Career Connection](#), ASQ's monthly e-newsletter, which provides additional information to help grow your professional quality career and improve your workplace.

And don't forget that our local section's website also has a ["Jobs"](#) page, where we regularly post open positions in the Tri-Cities and nearby areas. Employers are welcome to submit postings to our webmaster, and members looking for work may post their resumes as well.

QUOTE OF THE MONTH

"A good objective of leadership is to help those who are doing poorly to do well and to help those who are doing well to do even better."

~ Jim Rohn

BLACK FRIDAY BLUES

(excerpt from a Foresters article)

As most everyone knows, “Black Friday” is the day following Thanksgiving, and is so named because it marks the official start of the Christmas shopping season and is a profitable day for retailers and the economy. Black Friday has become a day synonymous with deals and sales. It has become such a popular phenomenon that it’s even now recognized in Canada.

Black Friday is also known for bustling crowds, long lines and sometimes violent altercations over deeply discounted merchandise, which is why thinking about taking part in Black Friday shopping gives some people the blues. Here are a few tips for spending smarter and getting good deals without having to arm wrestle other shoppers for that last slow cooker on the floor.

Comparison-shop online: If possible, check out the sales for items that you’re interested in buying before you head out the door. You’ll save time and money if you know exactly what you want and who is offering it for the best price. Have a “Plan B” in case the store you head to is out of stock.

Know what’s available: Do some research in advance and find out how many of the popular and big-ticket items a store will be offering on Black Friday, and if they’ll give out rain checks if they sell out. You should also find out if there are limits on the number of each item you can purchase if you’re planning to nab multiples.

Make a list and stick to it: Great deals can be tempting, but remember that you won’t actually be saving the money you’d hoped to if you buy more than you’d planned to. Make a list of all the gifts you need to buy and stick to it as much as possible. Substituting is okay, but try not to add extras, especially if you are on a strict holiday budget.

Shop online: Many retailers offer the exact same deals online as they do in-store, so you could potentially do all your Black Friday shopping in your jammies without ever leaving home. Take note of when the online sales start and shop early to avoid disappointment, since online shopping is becoming a popular Black Friday alternative. Check out the following websites for some deals: [Black Friday](#); [Tech Radar](#), and [The Black Friday](#).

Shop before Black Friday: Because Black Friday has become so competitive, some retailers start sales early in order to make sure they get your dollars. Check mailer and keep an eye on online offers and promotions for pre-Black Friday events.

Don’t forget about Cyber Monday: The Monday following Black Friday is a great day to nab deals online since many online retailers offer discounts, saving options and free shipping on that day.

Trick your brain: If you’re worried that you might go a little crazy and overspend either online or in person, trick your brain into being more conservative by thinking about how many hours you would have to work to pay for each item before you drop them into your shopping cart. Sometimes a little perspective is all it takes to help us reign in our spending.

Happy Shopping!

TRI-CITIES AUTISM THRIFT STORE

Looking for a fun place to find bargains and a great way to support the local community?

The Tri-Cities Autism Thrift Store in Kennewick was founded by parents of a young woman with autism. They saw the struggle she had in finding a place to learn the appropriate skills to obtain employment and wanted to create something special for our community. The store works with other local job placement organizations to offer a place where teens and young adults can be trained and tested to determine the best jobs for them. Some of the positions they train for are Greeter, Sorter, Hanger, Remover, Merchandise Cleaner, Tagger, Store Cleaner, Cashier-in-Training, and Distributor.

As a non-profit organization, all proceeds from the store go back into the community via several other autism support organizations. They welcome donations of clothing, household goods, tools, books, jewelry, collectibles, and more. There is also a need for volunteers to assist with client training & supervision; product collection, pricing and display; store maintenance; marketing and public relations. For more information, check their [website](#).

SHOP & SUPPORT A GOOD CAUSE

Yeehaw Aloha – Walla Walla

Yeehaw Aloha is not your average thrift store.

The 3000 square foot store’s slogan is “Where buying is giving to Walla Walla.” Donated items, everything from antiques to knick-knacks to tools to books to clothing (and much more), are sold to help support the youth of Walla Walla.

After operating expenses, a portion of the profits go to support several non-profits in the Walla Walla area. These include Blue Mountain. Action Council, Children’s Museum, Embracing Orphans, Resurrected Records, Rick’s Boxing Club, Young Life, and Lillie Rice Center. A larger portion goes toward opening Stepping Stones Youth Adventures, which owners Gabriel and Laurel DeLong plan to establish to give kids a free, safe place to have fun, make friends, and get food and shelter.

Next time you are in Walla Walla, check out [Yeehaw Aloha](#), which is located at 1524 East Isaacs Street.

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.

CHARITY RESEARCH WEBSITES

It's the time of year when many of us may be considering making donations to local, regional and national charitable organizations. There are a lot of great organizations helping people (and pets, too) in need, and most rely heavily on community members for support.

You probably want to make sure a good portion of your donation goes to the people and programs in need, and while some organizations are very transparent with their budgets and financial information, others may not be. If you are hoping for a tax deduction for your contribution as well, be sure to do your research – while all charities are nonprofits, not all nonprofits are charities. Being a nonprofit means the organization can operate without paying income taxes on their main activities. A charity is a nonprofit that qualifies under Internal Revenue Code section 501(c)(3) and is also a public charity (not a private foundation). Charitable deductions can be claimed for donations to such charities.

There are a number of free charity research websites that offer information to help you learn more about nonprofits and charities. Keep in mind, however, that you will probably not be able to find information on some groups, especially smaller ones, as some sites only cover organizations with very large programs. On some sites you can also make a monetary donation directly from the site.

Many of the following sites let you check a charity's and/or nonprofit's missions, programs, spending, assets, liabilities and more:

- CharityNavigator.org
- CharityWatch.org
- CharityCheck101.org
- GreatNonprofits.org
- Guidestar.org

For even more information about nonprofits, charities, volunteers and related taxes, check out the [SeriousGivers website](#).

FREE CHRISTMAS ORNAMENT MAKING

NOVEMBER 25 -

AT MY LIFE REPURPOSED – KENNEWICK

Here's an opportunity to join with others in the community and have some fun.

November 25 is "Small Business Saturday" (you know, it follows "Black Friday"). My Life Repurposed, a furniture/antiques store in downtown Kennewick, is hosting a free ornament making event from 11 am to 3 pm that day. There will also be snacks and drawings for prizes. [Check it out!](#)

3D PRINTING TRAINING

November 28 in Richland

Want to learn about 3D printing? It sounds interesting, doesn't it?

In this free class, learn everything you need to know to get started with the Richland Public Library's multiple 3D printers. Familiarize yourself with the types of modeling software available, learn about sharing designs online, and get some hands-on experience with the library's 3D printers. Completion of a 3D printing class is required to use the library's 3D printers.

The class will be held at the Richland Public Library from 7 to 8 p.m. Space is limited - preregistration is required at Eventbrite.com.

NOVEMBER 28 IS #GIVINGTUESDAY

GivingTuesday is a global day of giving fueled by the power of social media and collaboration.

We have a day for giving thanks. We have two for getting deals. Now, we have #GivingTuesday, a global day dedicated to giving back. On Tuesday, November 28, charities, families, businesses, community centers, and students around the world will come together for one common purpose: to celebrate generosity and to give.

One of the best ways to get involved is in your own community. Here are just a few organizations, charities, events and more in areas where some of our section members live and/or work:

Yakima

[Generating Hope](#)

[I Heart Yakima](#)

[Pegasus Project](#)

[Yakima Union Gospel Mission](#)

Walla Walla

[Blue Mountain Action Council](#)

[Walla Walla Community Hospice](#)

[Blue Mountain Humane Society](#)

[Blue Mountain Land Trust](#)

Tri-Cities

[Ignite Youth Mentoring](#)

[Kadlec Neurological Resource Center](#)

[Three Rivers Community Foundation](#)

Join the movement and give - whether it's some of your time, a donation, gift or the power of your voice in your local community. Check out the Giving Tuesday [Facebook page](#) or their [website](#) for more ideas and inspiration!

FLORIDA IN DECEMBER – TRAINING TIME!

How about some fun in the sun – in St. Petersburg, Florida? While you're there, you can check out Busch Gardens and other great places in Tampa as well.

Some of the courses being offered there in early December include:

- AS9100:2106 Lead Auditor Training (Rev D) (Probitas Authentication)
- ISO 9001:2015/IATF 16949 Lead Auditor Training (Ex
- Introduction to Quality Engineering
- Introduction to Quality Management
- Reliability Engineering
- Auditing for Improvement
- Documentation in ISO 9001:2015
- Root Cause Analysis
- Auditing for Improved Supplier Performance & Handling Supplier Nonconformances

For more information or to get registered for a course, [click here](#).

INVITATION TO MCLDA HOLIDAY MEETING

December 14 – West Richland

Our friends at Mid-Columbia Leadership Development Association (MCLDA) have extended an invitation to our ASQ section members and guests to join them at their annual holiday party.

The event includes holiday music, dinner, and silent and live auctions – lots of fun! The meeting will be held December 14 from 5:30 to 8:00 pm at the Sandberg Event Center in West Richland. Cost is \$20 per person.

For more information and/or to make a reservation (due by December 8), [email Mary](#) or call (509) 551-1186.

SECTION 0614 MEMBERSHIP

There are 99 members in our Section as of November 3, 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.

