

CHAIR'S CORNER

by Jo Haberstk

Happy New Year, everyone! It's gonna be a good one!

I am honored to serve as Section Chair this year. As most of you probably already know, I've been pretty active in ASQ and in our section for a number of years, having served as secretary, vice-chair, and membership, publicity, nominations, and programs chairs in the past. I've also been both a preliminary and final round judge for ASQ's International Team Excellence Awards programs.

For my first article in this new role, I want to talk a little about the "Three C's." (No, *not* cricket, calypso and carnivals – that's how Phil Keoghan, host of *The Amazing Race*, describes the island of Antigua. I do enjoy watching *The Amazing Race*, though – one of my guilty pleasures!)

For ASQ, per CEO Bill Troy, there have been some changes made and there will be more changes going forward. Last fall, he introduced the components for what ASQ will deliver as the *Next Generation of Value* to members and customers, which will include delivering the right **content**, providing opportunities to build **communities**, and developing the **capabilities** for success – all geared toward providing individuals with the tools and skills needed to help create a *Culture of Excellence* within their organizations (and other relationships, too).

As ASQ at the national level evolves, we will likely evolve as well. We may need to consider making changes at the section level to ensure our activities continue to be in line with those at the national level.

Our section leadership team developed the 2018 business and budget plans with a number of actions and goals that are definitely in line with the Three C's. These include requesting input from YOU - our members - about the types of meetings, topics and training you would like to see offered. We plan to continue regular communications via our monthly newsletters. (I hope you all read them and find the articles to be of value.) We will continue requesting feedback following section meetings and events; it is extremely valuable in planning future activities. We have also found benchmarking and sharing information and ideas with other local professional organizations of great benefit.

We want to retain our current members and to recruit many new members in 2018. The best recruitment tool is our current membership. If each person reading this invites just one or two work colleagues or friends to the February 13 dinner meeting, just think of the great turnout we would have, not to mention the potential for gaining new members! And, don't forget that you could win a prize for bringing a guest to the dinner meeting.

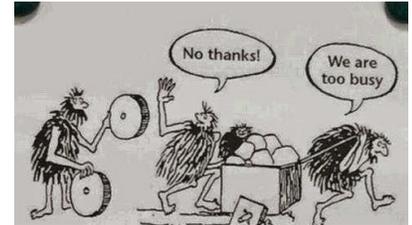
Looking forward to a **great** year for Section 0614!

- Jo

Are you also "Too Busy?"

by Robert Boykin

I recently told a friend that I was too busy to help out on a project of his. What's worse is that I had told him several times before that I was "too busy" to give a few hours of my time to help out. It is not that I didn't want to help; at the time, I believed I was indeed too busy. Well, my friend sent me the article below that some of you may have read. However, I had not. If you've read it, indulge me, if you will. Needless to say, after reading the article, I found the time to assist my friend.



Please Stop with "I'm Too Busy" – by Kristin Tucker

We're all just so "busy" these days. "Slammed" in fact. "Buried." Desperately "trying to keep our heads above water." "Overloaded."

Busy is a catch all term. When we say "busy," we're really trying to say something else—although what exactly that might be depends on the harried soul that's complaining:

I'm busy = I'm important.

Being busy gives people a sense they're needed and important. It's also a sign that you are self-imposing these measures of self-worth by looking at quantity instead of quality of activity. Busyness does not equal productivity.

I'm busy = I'm giving you an excuse.

Saying that you're busy is a handy way to outsource your responsibility to your irresponsibility. Since you're always distracted, you don't have to do anything for anybody.

I'm busy = I'm winning.

To say that "I'm busier than you are" means I'm more important, or that my time is more valuable, or that I am "winning" at some never ending rat race. What you're trying to say with these responses is: I'm busier, more in-demand, more successful.

Busyness is not a virtue, it's an error in perspective. It's easy to think that quantity of activities is quality. It allows us to avoid meaningful interactions, commitments, common courtesy, etc.

In this way, busyness functions as a kind of laziness. To combat this mentality you need to be purposeful in your actions. Set goals for your day and make some promises to yourself to be accountable for your activities.

And by all means, use your vocabulary, there are other ways to convey your priorities and availability without using the "B" word. Work smarter, not harder and enjoy your life, people interactions and activities.

Kristin Tucker is a sales manager and business development specialist. View her LinkedIn page [here](#).

Be well and be safe.

- Robert

February 13, 2018
American Society for Quality
Columbia Basin Section 0614

Tuesday,
February 13, 2018

“LIGO: All about the Waves”

LOCATION:

Shilo Inn
50 Comstock
Richland, Washington

5:30 p.m. – Check- in,
Networking and Appetizers

6:00 p.m. – Buffet Dinner

6:45 p.m. - Presentation

DINNER BUFFET MENU: The Chef and crew at Northwest Food Craft provide a varied buffet dinner for us at the Shilo Inn. The buffet usually includes two entree choices, plus accompanying vegetable, salad, and dessert.

Your choice of coffee or tea is included with dinner.

Cost:

\$20 ASQ 0614 members
\$25 non members
\$5 presentation only

(cash, check or credit card)

Reservations are due February 8. E-mail 0614asq@gmail.com with your name, phone number, company affiliation, and type of reservation.

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

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



Rick Savage **LIGO Hanford Observatory**

The Laser Interferometer Gravitational-Wave Observatory (LIGO) Laboratory is the U.S. national facility for gravitational-wave research. The first detections of gravitational waves by LIGO in 2015 opened the field of gravitational-wave astronomy. Funded by the National Science Foundation, LIGO Laboratory's mission is to observe gravitational-wave sources, to operate the LIGO Hanford and Livingston Observatories in support of national and international scientific communities, to carry out research and development for future gravitational-wave detectors, and to carry out scientific education and public outreach related to gravitational wave astronomy.

Gravitational wave detectors like LIGO will answer some outstanding questions related to gravitation and astrophysics, such as:

- Is general relativity the correct theory of gravity?
- How does matter behave under extreme densities and pressures?
- How abundant are stellar-mass black holes?
- What is the central engine driving gamma ray bursts?
- What happens when a massive star collapses?

August 17, 2017, marked the first time scientists directly detected gravitational waves - ripples in space and time - in addition to light from the spectacular collision of two neutron stars. This was the first time a cosmic event was viewed in both gravitational waves and light. The discovery was made using the U.S.-based LIGO, the Europe-based Virgo detector, and some 70 ground- and space-based observatories.

About the speaker: Rick Savage earned his bachelor's degree in physics and master's and doctoral degrees in electrical engineering at UCLA. He began working as a scientist with the LIGO project at Caltech in 1992 and has been with the LIGO Hanford Observatory since 1997. His roles include improving the sensitivity of interferometers, stabilizing lasers and calibrating detectors.

WCQI 2018 – GET REGISTERED NOW!

The theme for this year's World Conference on Quality and Innovation (WCQI) is "The Innovation of You." The act of innovating is defined as "the introduction of new things or methods." Innovation itself is neither a new concept nor a new practice, but the demand for innovation in the workplace has shifted dramatically.

Every year, thousands of quality professionals from around the world gather at the annual conference to network, share ideas, and learn from each other. This year's conference is April 30 through May 2.

And this year's conference is in **Seattle!** Don't miss your opportunity to be part of this event. Registration is now open, with early bird pricing for ASQ members of \$995 if registered by March 17. One-day registrations and group discounts are also offered. Click [here](#) for more information.

JANUARY MEMBER GIFT – CAREER RESOURCES

Career moves are all about preparation. The free ASQ member gifts this month include a sampling of their best resources to help with building your professional portfolio or moving toward something new in the future. Included:

- ✓ *LinkedIn Best Practices for Quality Professionals* (webcast)
- ✓ *The Next Rung* (webcast and article)
- ✓ ASQ's 2017 Salary Survey and Quality Progress's Salary Calculator
- ✓ Career-focused articles and ASQTV episodes on careers and the quality profession

Click [here](#) to access these resources.

ASQ TV: ISO 9000 AND AUDITS

ISO 9000 is a set of international standards on quality management and quality assurance. They offer guidance to help organizations ensure their products and services consistently meet customer requirements.

This episode of ASQTV explores the ISO 9000 series, audits, and how you can prepare for both. Click [here](#) to view it.

Bonus [link](#) to a presentation delivered for an ASQ section meeting that outlines the reasons for the 2015 revision to the ISO 9001 standard on quality management systems, the changes that users can expect to see, and an implementation strategy.

QUOTE OF THE MONTH

"There comes a point in your life when you realize who really matters, who never did, and who always will."

~ Author Unknown

CONGRATS ON CERTIFICATIONS IN 2017

by Patrick Faulk, Certification Chair

Congratulations to the following Section 0614 members, who earned new certifications in 2017:

CSQE	Warren Brown
	Denise Fast
	Juan Ramos Jr.
CSSYB	Sarah Kruis

Also, congratulations to the following Section members who renewed their certifications in 2017:

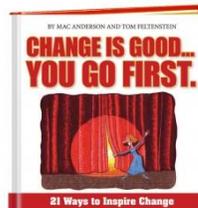
CSQE	Patrick Faulk
	Kent Ozkardesh

(If I inadvertently overlooked your certification/recertification this past year, please accept my apologies. Drop me a note and I'll update our information.)

This is a great time to set a goal to earn at least one new certification in 2018. Remember that the electronic exam for each certification is administered six times per year (every other month), over a two-week window. You must apply online at least four weeks before the exam window opens. ASQ offers many resources to prepare for the certification exams, including reference materials and training. For more information check the [ASQ Certification Catalog](#).

We are lucky this year to have the annual World Conference on Quality and Improvement (WCQI) coming to our own backyard. There will be a special paper administration of all the certification exams on April 29, 2018, at the Conference venue in Seattle. If you're planning to attend the Conference, this may be an ideal opportunity to sit for a certification exam. The application deadline for these exams is March 23, 2018.

If you are interested in earning an ASQ certification or have questions about recertification, contact [me](#).



CHANGE IS GOOD...YOU GO FIRST

Deciding to make changes in an organization is easy to do. Getting others to agree, and then actually making the changes, not so easy.

Best-selling author, Mac Anderson (over 2 million of his books have sold) and Tom Feltenstein, highly successfully marketing consultant to the hospitality industry, have teamed up to write this book about inspiring change in your organization. It includes ideas for removing barriers, encouraging innovation, simplifying messages and measuring results.

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

INVITE A FRIEND/COLLEAGUE TO THE FEBRUARY 13 DINNER MEETING AND YOU MAY WIN A PRIZE

Our February meeting should be a really good one! And with our "Invite a Friend/Bring a Guest" program in full swing now, every time you bring a guest to one of our dinner meetings, you will be eligible to win a special prize.

Here's how it works:

- The section member or invited guest must make a reservation before the deadline and must attend the dinner meeting. Be sure that when the RSVP is made, it is noted that the individual is attending as the section member's guest.
- All section members with an invited guest(s) will be entered into the evening's drawing for a \$10 Starbucks gift card.
- There is no limit on the number of guests a section member can invite - each guest will be considered an individual entry into the drawing.
- At the November 2018 dinner meeting, the names of all current members who brought guests during the previous months will be entered into a drawing for a "grand prize" gift card.

Please share the meeting announcement (also posted on our [website](#)) with others and invite them to join you for this meeting.

ONLINE WEBINARS OFFERED BY BLUE RIDGE SECTION 1108

ASQ Blue Ridge Section 1108 is based in Staunton, Virginia, and has been in existence since 1963. They offered their first lunchtime webinar in January of 2016. As interest has grown, they have expanded their offerings and their online meeting account to make them available to even more folks.

ASQ membership is not required to attend, so please share with others who may also be interested. Most webinars are held at lunchtime – Eastern Standard Time (EST). There is no charge for attendance.

Upcoming offerings:

January 30: "Survival of the Fittest: Quality Tools for the Future"

February 8: "Fix Your Fights: Using Better Conflict Management Skills"

February 13: "Culture Is EVERYTHING"

February 22: "Inventive Thinking & Systematic Innovation"

February 27: "Supplier Social Responsibility"

For more information and to register for one (or all!) of these webinars, click [here](#).

SOFTWARE COURSES OFFERED IN RICHLAND

Linda Westfall, ASQ Fellow and a past Chair of the ASQ Software Division, will be teaching the following courses in Richland in the near future:

Agile Software Development: A Survey of Methods (Jan 29 & 30)

Software Peer Reviews and Inspections (Jan 31 & Feb 1)

Software Functional Testing and Test Management (Feb 5-7)

The training will be held at the HAMMER Training Center in Richland. For course descriptions and to register, call 214-732-7668 or click [here](#). Discounts are offered for more than three students from the same organizations taking the same course(s) or for the same student taking multiple courses.

WOMEN IN BUSINESS CONFERENCE January 31 in Kennewick

The Tri-Cities Women in Business Conference is a one-day event that brings together accomplished female leaders, corporate executives, business owners and young professionals to share insights, exchange ideas and empower their careers.

Since the inaugural event in 2012, it has grown to become Eastern Washington's largest career and professional development event for women, boasting three keynote presentations, seminars, workshops and a wine social/networking event at the end of the day. In addition, there will be a number of exhibitor booths.

At the luncheon, ATHENA International will honor two distinguished, business-minded women leaders in the community.

Keynote speakers for this year's conference include:

- Dr. Ana Mari Cause – President, University of Washington
- Peggy Vasquez – Author, International Speaker & Coach
- Angie Mar – Owner & Executive Chef at The Beatrice Inn

The conference will be held at the Three Rivers Convention Center in Kennewick. Cost is \$125 and includes continental breakfast, the luncheon, and all seminars and workshops. For additional details and to register, click [here](#).

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.

FLORIDA IN FEBRUARY – TRAINING WITH A SIDE OF SUN!

What better time for training than in February – in Tampa, Florida? Some of the courses being offered there next month include:

- ASQ's Quality 101
- Certified Biomedical Auditor Certification Preparation
- Certified Manager of Quality/Organizational Excellence
- Certified Quality Auditor Certification Preparation
- Certified Quality Engineer Certification Preparation
- Failure Mode and Effects Analysis
- Improving Customer Satisfaction
- ISO 9001:2008 Certified Internal Auditor with Medical Device Focus (ISO 13485 –Exemplar Global Certified)
- ISO/IEC 17025 Lead Assessor Training
- Reliability Engineering
- SPC Implementation

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

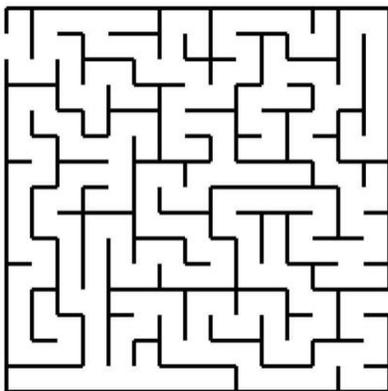
NATIONAL PUZZLE DAY – JANUARY 29

National Puzzle Day honors puzzles of all sizes, shapes and forms. Crossword puzzles are by far the most common. Sudoku, the number puzzle, is the most recent rage. There are puzzles that fit the needs and skill levels of everyone.

So, what's with this fascination over puzzles? For many, doing puzzles is fun. Some people just like the challenge of completing them, and/or graduating to ever more complex and difficult puzzle solving levels. For others, it's a way to kill time or to eliminate boredom. Others do puzzles on a regular basis to help keep their minds sharp or to learn new words.

Whatever the cause for your interest, spend at least part of January 29 doing puzzles. How many words can you make from the letters in "quality"?

(BTW, it's not truly a "national" day, since that requires an act of Congress. Also, who created this day and what remains – you guessed it – a puzzle.)



HUMAN & ORGANIZATIONAL PERFORMANCE SUMMIT

February 28 – March 1 in Houston, Texas

Human & Organizational Performance (HOP) is a risk-based operating philosophy which recognizes that error is part of the human condition and that organizational processes and systems greatly influence employee actions and the likelihood of success.

Summit Attendees will receive technical HOP training and learn practical implementation strategies through connecting with recognized experts including Erik Hollnagel, Todd Conklin, Rob Fisher, Tony Muschara, Bob Edwards, Marc Yeston and Ron Gantt, and with companies at all stages in their HOP journeys.

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

SECTION 0614 MEMBERSHIP

There are 97 members in our Section as of January 8, 2018.

2018 SECTION 0614 LEADERSHIP TEAM January 1 - December 31, 2018	
Section Chair	Jo Haberstok
Secretary	Kent Ozkardesh
Treasurer	Robert Boykin
Audit	Alvin Langstaff
Membership Chair	Scott Mitson
Certification/Recertification	Patrick Faulk
Nominating Chair	Robert Kuhlman
Webmaster	Steve Prevetie
Newsletter Editor	Robert Boykin
Publicity Chair (acting)	Jo Haberstok
Programs Chair	Vacant
Social Media 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