



## CHAIR'S CORNER – VACATION TIME!

by Jo Haberstk

Well, we're about to officially start SUMMER, so it's that time again.

What time, you ask? Vacation time, of course!

For those with young children, it's the excitement of school being out, where for the first few days everyone is happy and excitedly planning "What shall we do today, kids?" And then after a few weeks of looking for new ways to keep them entertained, the parents start counting the days until school starts again.

For those with teenagers, it's time to forget about having an organized and clean house for a couple of months. If the kids aren't old enough to drive yet, it's going to be an even busier time now, shuttling everyone around to the ball park, the movie theater, the mall, and the swimming pool. And some will get to experience the joy of Driver's Ed and helping their child learn to navigate the streets of their community not to mention the challenges of merging onto busy highways and the dreaded parallel parking. Ah yes, I remember learning to drive. I think it was a lot more fun for me than it was for my parents!

For teachers, it is finally *their* vacation time. They've earned it. Although some will probably be back in the classroom, helping students with summer school and other classes. Hopefully they won't need to work another job just to be able to afford a nice vacation.

For just about all of us, summer has its own meaning and allure. The flowers are blooming and the vegetables are growing. Of course, so is the lawn – and the weeds. There's always something needing to be done, isn't there? I hope you are using your quality toolbox to help with planning and decision making!

Even as our section takes a break from monthly meetings, it's still a busy time for 0614's leadership team. At our last team meeting in late May, we discussed many of the anticipated changes coming as ASQ continues transformation activities. We also reviewed section membership and meeting data, community support endeavors, and more. We are currently reviewing plans for the rest of the year, scheduling speakers and site visits, and even beginning work on next year's budget and business plans. If you have ideas, please let me know.

We will soon be looking for our section's future leaders – and I hope many of you will be interested in stepping up to serve in 2019. Please contact me or another leadership team member if you're interested, as we welcome your involvement and ideas.

Hope everyone has a fun summer ... and great vacations with many happy [Holiday Roads!](#)

- Jo

## WANT TO HAVE QUALITY CONVERSATIONS?

by Robert Boykin, Treasurer

Consider the following tips 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.

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.

Do your homework without being creepy. You're always at an advantage when you know more about a person. It will be easier to relate to her or him - and you might avoid an awkward conversation or two.

Try to genuinely relate. They can spot a fake bonding opportunity from a mile away. Don't force the conversation. Try to hit on something the other person is passionate about that you're also interested in.

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.

Ask how you can add value. It's important to always ask people how you can add value for them. You may think you know what will help them, but they know better than anyone what they value.

Do what you can to help. Simply offering a helping hand will differentiate you. Anybody can have a conversation offering to help someone out, but only a small percentage actually deliver on their promises.

Reach out in meaningful ways. You stand out when you make it a point to recognize milestones in people's lives.

Decrease personal barriers. Most people like real conversations that don't force them to act like people they aren't.

Listen and remember key points. What does he do for fun? What is she passionate about? These things are important to remember.

Hold back on sharing how awesome you are. Resist talking about your accomplishments. People will naturally think you're awesome as the conversation develops.

Recognize other people. If you're having a conversation with multiple people, or if someone's spouse is standing nearby, make a point to include "the outsiders" in the conversation.

Run through this list the next time you go to a conference or event where you'll encounter a lot of people. The fresher these tips are in your mind, the higher the likelihood that you'll actually implement them. As a result, you might experience far less wasted time — and an increase in opportunities from everyday conversations.

Be well and be safe.

- Robert

## JUNE MEMBER GIFTS: CERTIFICATION

ASQ has granted nearly 500,000 certifications around the world and across industries since the first certification exam was held in 1968. Certification from ASQ is formal recognition of comprehension of and proficiency in a specific body of knowledge.

As an ASQ member, you receive discounts on certification exams and are also able to receive 0.5 RUs for every 12 months of membership (which can be applied to your recertification requirements).

This month's free member gift celebrates ASQ's 50<sup>th</sup> anniversary of certification, and includes the following:

- Webcast: How to Break Into Quality Engineering – a CQE's Personal Story
- Webcast: CMQ/OE Body of Knowledge Review and Exam Prep
- Webcast: Preparing for a Certification Examination
- Webcast: Certification Tips, Tricks, and Traps
- E-Book: The Certified Quality Engineer Handbook, Third Edition
- E-Book: The Quality Improvement Handbook, Second Edition
- E-Book: The Certified Manager of Quality/Organizational Excellence Handbook, Third Edition

To access your free member gifts by June 30, click [here](#). Additional resources related to certification are also available on ASQ's Certification [website](#).

## THE POWER OF A POSITIVE TEAM NEW BOOK BY JON GORDON

Check out worldwide best-seller Jon Gordon's 18<sup>th</sup> book: [The Power of a Positive Team](#). In promotions for the book's release, Gordon said he still remembers writing his first book, getting rejected many times by publishers, and wondering if he would ever get a book published. In hindsight, he said it's a good lesson on persistence and what can be accomplished with a positive and supportive team.



This book shares the proven principles and practices that build great teams - and provides practical tools to help teams overcome negativity and enhance their culture, communication, connection, commitment and performance. It includes a number of inspiring examples from well-known business and sports organizations.

Want to check it out? You can download and read a sample chapter [here](#). For more information or to purchase the book, click [here](#).

## ASQ TV - MANAGING BUSINESS PERFORMANCE THROUGH METRICS

Fabrice Bouchereau, Senior Systems Improvement Facilitator, ProcessZen Consulting, discusses the importance of not only having measurements, but also taking the time to understand what those measurements should be, and to focus on the Key Performance Indicators.

Click [here](#) to view the video.

## ASQ'S ROADMAP FOR GROWTH: HOLD, BUILD, GROW

ASQ's Roadmap for Growth strategy is designed to accelerate engagement with existing members and identify opportunities for growth. To continue to be the foremost leader of quality and the community of choice, the roadmap focuses on three key objectives:

- **HOLD** onto members and customers by increasing value and satisfaction
- **BUILD** communities and solutions through collaboration with members, customers, and thought leaders
- **GROW** ASQ by elevating and accelerating a culture of excellence across individuals and organizations

In case you have not yet read about the 2018 Ideas to Action Gathering (ITAG), which was held in Seattle in early May, click [here](#) for a summary.

## GET YOUR TEAM THE RECOGNITION THEY DESERVE

ASQ's International Team Excellence Award (ITEA) program is a great way to share with a global audience how your team uses quality tools and concepts to make improvements in areas such as customer satisfaction, waste reduction and more.

Why ITEA?

- Learn from other teams and benchmark your results
- Gain recognition for your organization's continuous improvement efforts
- Gain recognition for members of your high performing teams

Check out this informative [video](#) featuring judges, teams and managers sharing why they participate in ITEA.

Intent to submit forms for the 2018 program are due soon. Click [here](#) for more information or email [itea@asq.org](mailto:itea@asq.org) with questions.

## JULY TRAINING IN DENVER

Have some fun – and learn something, too – in Denver next month! Check out Elitch Gardens Theme & Water Park, visit Pikes Peak and the United States Air Force Academy, go on a tour of Rocky Mountain National Park, or zipline in the Rockies. Sign up for some training and you'll have a great excuse to make the trip.

Check out these ASQ courses being offered there in July:

- Corrective and Preventive Action
- Integrated Quality Management
- Cost of Quality: Finance for Continuous Improvement

And many more! [Click here](#) for more information and to register for one or more of these courses.

## UPCOMING BLUE RIDGE LUNCHTIME WEBINARS

ASQ Blue Ridge Section 1108 is offering more free webinars in July and August. 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.

**July 10:** *Managing Change? Welcome Aboard a Never Ending, But Oh! So Rewarding, Adventure*

**July 17:** *Influencing without Authority: Because You ARE a Project Manager*

**July 24:** *Implementing Change: A Systematic Method for Overcoming Organizational Resistance*

**July 31:** *Hacks for Effective Problem Solving*

**August 9:** *Systems Thinking into 2018 – Yes, We Still Need It!*

**August 14:** *Fix Your Fights: Using Better Conflict Management Skills*

**August 23:** *How Mature Is Your Quality Culture?*

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

## QUOTE OF THE MONTH

"The word LISTEN contains the same letters as the word SILENT".

~Alfred Brendel

## INSIDE OUT

by Jon Gordon

*The following is an excerpt from his new book [The Power of a Positive Team](#).*

A big part of the power of a positive team is knowing that you don't create the world outside in; you create it inside out. This means that your circumstances and the events that happen in the world are not meant to define you. You are meant to define your circumstances. The power is not in the circumstance, but rather in your state of mind and the love, passion, soul, purpose, and perspective that you create with.

Let's take traffic, for example. One day traffic really bothers you. Another day you are listening to a great song or podcast, you're in a great mood, and the traffic doesn't bother you. Is it the circumstance or your state of mind that produces how you feel? If it was the circumstance, your response to traffic would be the same, 100 percent of the time.

Remember that it's never about the circumstance. It's not the challenge, change, economy, adversity, or setback you and your team are facing. It's always your state of mind and your thinking that produces how you feel and respond.

Your company might be facing challenges, but you and your team can work positively and powerfully together and be a catalyst for the other departments. Your industry might be going through change and turmoil, but your team can change the industry by what you do together. Your school district might be dealing with budget cuts and change, but you can be a model school for everyone else to follow.

Don't look at the problems in the world and allow them to get you down. Look inside yourself and look at your team and decide to change the world inside out. Decide to show the world what a positive team looks like and what can be accomplished when a team works inside out. The power is on the inside, and when you and your team know this and live by it, you will create amazing and positive changes on the outside.

## HELP ASQ DEVELOP NEXT YEAR'S WCQI PROGRAM

ASQ is seeking volunteers to review presentation proposals for 2019 World Conference sessions.

Interested? Deadline to apply is July 6, 2018. [Submit your reviewer application today.](#)

Have you moved recently? Has your email address changed? Help us keep you informed of Section 0614 events and information by periodically reviewing and 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 there, and then be sure to also click on the "Opt In/Out" tab and check the "Member Communication" box and "Section Communication" to be sure you are subscribed to receive future Section communications.

## VOLUNTEER OPPORTUNITIES

Looking for a new challenge? Do you have skills you'd like to share to help others? Here are a few ideas; you might even be able to get your whole work team – or family – involved in giving back to the community.

### Special Olympics Washington

Volunteer with Special Olympics Washington to help with the 2018 East Region Softball Tournament on July 21 at the Pasco 6 Complex. Volunteers will help with score-keeping, judging individual skills, handing out awards and more. Sign up [here](#).

### Northwest Harvest - Yakima

The mission of Northwest Harvest is leading the fight for hungry people statewide to have access to nutritious food while respecting their dignity and promoting good health. Volunteers are needed in Yakima to help to sort, repackage and label food for distribution to those in need. Choose from daytime, evening and Saturday shifts. Help is also needed to collect donations and assist with special events. More information can be found [here](#).

### Providence St. Mary Medical Center – Walla Walla

Providence St. Mary Medical Center offers a wide range of preventive, diagnostic, treatment, recovery and rehabilitation services and takes pride in providing care in an atmosphere of warmth, personal service and respect. Current needs include assisting patients and nursing staff, running errands, working in the gift shop, and helping with pet therapy activities. Find more information [here](#).

### Mid-Columbia Meals on Wheels

Senior Life Resources Northwest is a valuable resource for many nearby communities, serving individuals in eight counties, and the many women and men who serve the communities through their Home Care Services and Meals on Wheels programs across southeast Washington. Volunteer opportunities include delivering meals, helping prepare, package, clean-up and deliver meals, greeting and checking in seniors for lunch, making tray favors, placemats and cards, and office/clerical work. Click [here](#) for additional information.

### Benton & Franklin Counties RSVP

RSVP of Benton & Franklin Counties is a program of Catholic Family & Child Services in Richland. Their goal is to match volunteers (ages 55+) with partnering agencies that help meet community needs. Current opportunities include community fundraising, reading the newspaper to a blind audience, educating the local community about the work of RSVP, assisting with local events, and checking in on homebound individuals on a regular basis. Click [here](#) for more info.

## SECTION 0614 MEMBERSHIP

There are 95 members in our Section as of June 4, 2018.

2018 SECTION 0614 LEADERSHIP TEAM January 1 - December 31, 2018	
Section Chair	Jo Haberstok
Secretary	Kent Ozkardesh
Treasurer	Robert Boykin
Audit	Stephen Pottle
Membership Chair	Scott Mitson
Certification/Recertification	Patrick Faulk
Nominating Chair	Robert Kuhlman
Webmaster	Steve Prevette
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.

