



CHAIR'S CORNER – HOW DOES YOUR GARDEN GROW?

by Jo Haberstk

There's something about summer time. Maybe it's the bright colors of all the flowers in bloom... or the promise (or at least the hope) of bountiful harvests from the garden...

But reaping the benefits/joys associated with the good things at this time of year requires quite a bit of work for those of us with flower beds and vegetable gardens and lawns that now need to be planted, watered, fertilized, mowed, etc. We aren't likely to get the best yield of tomatoes or the biggest pumpkins or dishpan dahlias or award-worthy roses without some dedicated effort on our part.

It's a lot like life. Unless you happen to hit the right numbers in the lottery (or win the Publisher's Clearing House sweepstakes), you must be willing to put in time and effort if you want to achieve much in life. And hitting the jackpot? Well, they say that money can't buy happiness. (and right now someone reading this is probably thinking "Yeah, but I'd rather cry in a Corvette!")

But I almost digressed there. I believe most people like the feeling of achieving a goal that isn't just superficial or overly easy to achieve, but rather something they had to put some real thought and effort toward in order to attain the desired result.

This applies to both our professional and personal lives and relationships. Just sitting on the porch and waiting for flowers to plant themselves and then bloom prolifically isn't likely to yield much success, is it? You need to put on your gloves and go outside and prepare the soil, water, fertilize, and weed for your garden to grow and reach its full potential. And when you see the fruits of your labor – the daffodils that bloom from the bulbs you planted in the fall, the colorful hanging baskets of flowers you personally picked out and arranged, and so many tomatoes you have to take some to the local food bank – you get a special feeling of accomplishment ... and happiness!

Similarly, when you combine your talents and skills with others at work or in a professional or community organization and you see those efforts and the teamwork paying off – perhaps in the quality of speakers or site visits, an increase in section membership or the publication of the monthly newsletter and sharing of opportunities for professional growth – there's a very special feeling that comes from helping others.

Just something to think about as the weather continues to get even warmer... How well does YOUR garden (home or professional) grow??

- Jo

GOOD FRIENDS ARE HARD TO COME BY

by Robert Boykin, Treasurer

A heated conversation was overheard recently between two people conversing about, what else but politics. Mind you, these two individuals were long-time friends before the conversation started, and hopefully they will be again when each realizes that the subject they were arguing about will add no value to their lives, or more importantly, to the lives of those near and dear to them.

How would you diffuse a situation like the one described above? Following is a scenario to consider should you find yourself in a similar situation.

We all play an important role in the success of our community, and we, our community's good name, and trust of neighbors, are its three main assets. We can protect the community's reputation by creating a neighborhood where ethical conduct is the norm.

We can also communicate effectively and reduce friction amongst neighbors by undertaking sound ethical practices. This includes communicating with a desire to understand, and to try and genuinely relate about subjects that, if given a chance, can ignite animosity and fear, and tear apart friendships and communities.

A good approach is to be transparent and accurate in communicating, which is not only a "best practice" but an ethical responsibility. Some additional ethical approaches to keep in mind are:

- Do not succumb to pressures to suppress facts or state falsehoods and half-truths, even if it comes from someone you trust.
- Always try to provide early visibility of issues that are negatively affecting you, and provide alternate ways to address the issue. Things do not go away just by ignoring them.
- Establish a strong foundation and work to build a culture of integrity, in the neighborhood as well as the community, always.

Consider a quote attributed to American author, Dean Koontz:

"Never leave a friend behind. Friends are all we have to get us through this life – and they are the only things from this world that we hope to see in the next."

Be well and be safe.

- Robert

JULY MEMBER GIFT – PROCESS MAPPING & IMPROVEMENT

This month's free ASQ member gifts focus on process mapping and improvement. If you are implementing ISO 9001, Lean Six Sigma, Baldrige, or Business Process Management, flowcharts and process mapping most likely play a critical role.

Resources included in this month's bundle include:

- Basic Overview of Process Flowcharts
- Workbook: Mapping Work Processes
- E-book: Process Improvement Simplified
- Webcast: Process Flowcharts and Maps
- ASQTV Videos on value stream mapping and tiered visual management
- Tools and Templates, including flowcharts and process templates for calibration, corrective action, internal audit, risk assessment and more.

Click [here](#) to access these resources by July 31.

ASQ SEEKING QUALIFIED JUDGES FOR 2018-2019 ITEA

Applications due August 1

ASQ is seeking qualified judges for preliminary-round judging of the 2018–19 International Team Excellence Award Process (ITEA). The preliminary-round judging sessions will be held this fall in eight different locations across the country. Active ASQ members in good standing are invited to apply to be a judge.

Applicants who are selected for preliminary-round judging will be provided:

- Training in ASQ's International Team Excellence Award Criteria, which can be applied to improve teams in your own organization
- Team judge training, which you can put to use if your organization chooses to develop an internal process to recognize high-performing teams. (Use of the ITEA Criteria will require a license fee.)
- An opportunity to witness the work of outstanding teams from around the globe
- Networking opportunities with peers in other companies and industries
- The potential to be selected to serve as a Final Round Judge at 2019 WCQI
- Continuing education units and recertification units (CEUs/RUs) credit from ASQ.

Judges will complete 10–15 hours of mandatory pre-work and then participate **in person** in a preliminary-round session. The session is two full days, not including travel time. (Note: travel, lodging, and subsistence expenses are the judge's responsibility.)

Applications must be received by August 1. For more information and to apply, click [here](#). You can also view a [video](#) of the 2017-2018 award recipients (announced at 2018 WCQI).

2019 WCQI CALL FOR PROPOSALS

The 2019 World Conference Call for Proposals is expected to be issued this month. Submissions will be accepted via the online submission platform with information surrounding the theme and focus posted on the 2019 WCQI website. The 2019 conference will be held May 20-22, in Fort Worth, Texas.

The World Conference on Quality and Improvement is ASQ's flagship conference. Join a broad attendee base representing a wide array of industries and over 45 countries from around the world to gain knowledge, improvement methodologies, quality tools, best practices, and networking contacts. With over 2,500 attendees, the World Conference is the ideal forum to meet quality professionals with a wide range of backgrounds and experiences.

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

CREATING A SAFETY CULTURE IN MANUFACTURING

FREE WEBINAR July 19: 11 am to 12 pm EDT

Your organization's greatest assets are your workers, and their safety and well-being is directly tied to their productivity and, therefore, your bottom line. To keep them safe and healthy on the job site takes a concentrated commitment on the part of leadership.

ISO 45001 is the first internationally-recognized standard that provides a framework necessary to establish and maintain a management system that can help you proactively manage occupational health and safety requirements, protect your people and brand as well as strengthen your business performance.

In this free webinar, Kate Field, BSI's Occupational Health and Safety Champion, will discuss the new framework, the benefits implementation of ISO 45001 can bring to organizations and the steps needed to ensure a safety culture is instilled in the workplace.

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

ASQ TRAINING IN WASHINGTON, D.C. IN AUGUST

Just think of all the fun things to do and see in Washington, D.C.: The Smithsonian, Arlington National Cemetery, The White House, and all the historical monuments. And here's your excuse to travel there – ASQ training, of course! Here are a few of the training courses being offered there in August:

- Certification preparation for: Quality Auditor and Quality Engineer
- Introduction to Quality Management
- ISO/IEC 17025:207 Lead Assessor Training
- ISO 9001:2015 Internal Auditor
- Design for Six Sigma

For course details and to register, click [here](#).

CQE & CMQ/OE CERTIFICATION PREP COURSES

Online Courses starting in August

ASQ Section 1302 (Nebraska) is offering prep courses for Certified Quality Engineer (CQE) and Certified Manager of Quality & Operational Excellence (CMQ/OE), starting the first week of August. These are fully online classes with learner-learner and faculty-learner interaction and activity.

Cost is \$400 for each class. For more information, click [here](#).

GET CERTIFIED

Application Deadline: August 3

ASQ is offering the following certification exams in September (September 1-16).

- Six Sigma Yellow Belt
- Six Sigma Black Belt
- Six Sigma Master Black Belt
- Biomedical Auditor
- HACCP (Food Safety) Auditor
- Quality Technician
- Quality Inspector
- Reliability Engineer
- Manager of Quality
- Supplier Quality Professional

ASQ Full members save \$150 on the certification application.

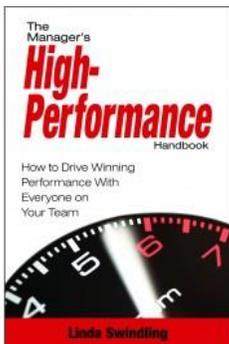
Not a Full member and want to upgrade? Click [here](#).

Certification applications are due August 3. For more information, [click here](#).

THE MANAGER'S HIGH PERFORMANCE HANDBOOK

Looking for insight into what drives high performance? Want to lead like a champion?

This book may help you learn the skills and techniques to:



- Locate and promote high-performance team members
- Align with a common purpose and operating practices
- Encourage a climate of collaboration, trust and innovation
- Focus on and produce winning results
- Create a personal action plan to fast-track your leadership

Cost is \$10. For more information, click [here](#).

BLACK HAT USA 2018 CONFERENCE

August 4-9 in Las Vegas

Black Hat USA is the world's leading information security event. This year's conference is being held at the Mandalay Bay Convention Center in Las Vegas.

Deeply technical, hands-on Trainings will be offered August 4-7. Led by the information security industry's top trainers, training will span a variety of topics from infrastructure hacking to social engineering and car hacking. For information on the available courses, check out the [Trainings lineup](#).

Black Hat USA Briefings will present the latest security research on August 8 and 9. This year's Briefings include presentations and discussions on:

- Hacking of voting machines (and current state of technology)
- Vulnerability of radio-controlled emergency warning siren systems
- Hacking of self-driving cars
- Exposed payment system vulnerabilities (ATMs, PayPal, Square, SumUp, iZettle)
- Major platform weaknesses
- Vulnerabilities in Intel and other CPUs, and hardware backdoors

View all announced Briefings abstracts [here](#). For more information about the conference and to register, click [here](#).

2018 WEDA SUMMER CONFERENCE

August 21 – 23 in Prosser

"New Tools & Technologies" is the theme for the Washington Economic Development Association (WEDA) Summer Conference, which will be held in Prosser. WEDA is a state-wide, non-profit association of private businesses, economic development councils, ports, governments and others committed to enhancing the state's climate for economic development. Their mission is to serve as the statewide professional association committed to the development of economic and employment opportunities in Washington State.

WEDA is recognized among decision makers in Olympia as a united voice for economic development. Legislators and the executive branch respect WEDA because it represents a broad cross-section of individuals throughout the state and has the ability to develop and utilize extensive coalitions on any issue central to economic development.

The summer conference includes presentations on STEM education tools for rural and underserved communities, how drones are changing the business world (including drone demonstrations), and more. Panel discussions will focus on federal opportunity zones, local economic development projects, and the effects of new labor laws, carbon taxes and trade wars. There will also be some tour opportunities.

For more information and to register for the conference, click [here](#) or call 800-718-1960.

VOLUNTEER OPPORTUNITY

Washington State STEM Education Foundation

Make a difference in the lives of students in the Tri-Cities by becoming a STEM (Science, Technology, Engineering and Math) volunteer, or assisting with STEM classroom activities, events, job shadows, mentoring, internships, and career days in schools and learning centers. Volunteers can also help with volunteer recruitment, office support and special events.

Volunteers of all ages, backgrounds and educational levels are welcome. Needs include coordinating a job shadow activity, judging a science & engineering fair, helping with a special event, or being a mentor or STEM coach. For more information click [here](#).

QUOTE OF THE MONTH

"A good friend is like a four-leaf clover; hard to find and lucky to have."

~Author Unknown

UPCOMING BLUE RIDGE LUNCHTIME WEBINARS

ASQ Blue Ridge Section 1108 is offering more free webinars in August and September. ASQ membership is not required to attend, so please share with others who may also be interested. Most webinars are held at lunchtime – Eastern Daylight Time (EDT). There is no charge for attendance. Upcoming offerings:

August 28: *Risk-Based Decision Making*

September 6: *Building & Sustaining a Continuous Improvement Culture at a Global Company*

September 11: *Adaptive Production Systems: Change Management for Continuous Improvement*

September 19: *Sustainability: A Leadership Perspective on Engaging Employees to Drive Sustainable Business*

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

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.

TRI-CITIES TECH SUMMIT - SEPTEMBER 14

The Tri-Cities Tech Summit is a new conference for technology professionals and innovators to come together and find out more about what's happening in the Tri-Cities across technology fields. In an interactive and engaging atmosphere, participants will be able to learn, exchange ideas, network and establish relationships with others in the community.

The vision is to be the premiere technology conference in the region for people who are passionate about technology in their work and life and want to share their passion with other like-minded individuals. This will help the Tri-Cities build and attract new technology businesses, retain local talent, and grow the tech-forward community.

Are you excited about technology and want to share your passion with others? Are you building or implementing technology that is changing the future? Opportunities to present are available – click [here](#).

Tickets for the conference, which will be held in Richland, will be on sale soon. For more information, check the [website](#).

SECTION 0614 MEMBERSHIP

There are 94 members in our Section as of July 3, 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 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.