



**Issue 03-19**

**NEWSLETTER**

**March 2019**

**CHAIR'S CORNER – And now for something a little different...**

**by Jo Haberstok**

This may become our mantra for 2019 – the year of trying out new ideas and doing things a little differently than we've done in the past. Hey, change can be a good thing, right? Some days I have to keep reminding myself of this.

After weather issues in January and February, followed by venue issues...well, hopefully we are now back on track again for the rest of the year.

I hope all of you who attended the March 14 meeting of the Mid-Columbia Leadership Development Association (MCLDA) enjoyed the meeting. It was great to see so many of you at the event, and it was also a good opportunity to meet and network with folks from another local organization.

Our April 9 dinner meeting will be held at the Joker's Event Center, which may be better known to some as Joker's Comedy Club (or Atomic Bowl). I told you we are trying something different! The other thing that will be different is that there will be no charge for this meeting. Yes, it's a dinner meeting – but everyone will just order from the restaurant menu (and pay individually). There will still be networking, and their lounge area will be open for those who wish to purchase beverages. Check out the meeting announcement on the next page for the rest of the details. And please be sure to RSVP as you normally do, as we need to provide headcount information to the venue.

And with that ... Happy Spring! It's really that time of year, and it is actually now starting to look like it. I have to admit that I'm pretty excited about being able to see the grass in the yard once again, and I'm also looking forward to seeing flowers start to bloom soon.

Did you all survive Snowpocalypse without too many issues? I hope so. I've heard there are still t-shirts available for those who want to commemorate our Tri-Cities area winter. It was really something though, wasn't it? (I realize some of our members and readers are likely still dealing with snow at this time, and I am sending sunny vibes your way). I always loved playing in the snow as a child, and I love the idea of sitting in a ski lodge in front of a fireplace with a cup of hot chocolate, and just watching the snow fall. However, I'm not so big on the whole shoveling snow idea, so I'm ready for Spring now.

Here's to changes... from winter to spring, to trying a new meeting location, to putting away the heavy coats and to bringing out the gardening tools!

- **Jo**

**Communicating Isn't the Best Way... It's the *Only* Way**

**by Robert Boykin**

Engine room, what's happening? The call came from the helm as a rogue and more powerful cruiser was pursuing the ship. The ship had already sustained damage from an unprovoked encounter with the cruiser earlier in the day – and was retreating to friendlier waters as fast as possible. However, based on distance from the cruiser and the time it would take for air support to arrive, the ship might not reach friendlier waters if the crew did not restore full engine power within the next 30 minutes.

The crew had not experienced an occasion to perform under these conditions. Yes, they had practiced scenarios similar to losing engine power, but had never performed under an actual attack by a foreign adversary.

The ship's mechanics and engineers were top-notch, and were working furiously to restore full engine power. If at any time communication and teamwork had to be at its best, this was it.

Teamwork skills are important in every field of industry. A good team enables a person to be productive both as a member of the group and as an individual. Their success depends on a core set of fundamentals that make a team a good team.

Of course, the good guys are on the ship, so the air support arrived in time to repel the cruiser before it was within firing distance of the vessel.

So, what would *you* offer as a core set of fundamentals that would have assisted the crew in working successfully together to restore full engine power to the ship? Think about it for a bit. In the meantime, consider a few recommendations borrowed from pundits.

**Controlling Emotions:** This is a big one for most people. When we lack the ability to control our emotions we appear less confident. This weakens our ability to clearly get our point across and makes others less likely to be receptive to what we are saying.

**Prejudice:** When we go into a conversation without an open mind nobody will benefit. When we take time to clear our minds and tell ourselves we will put our prejudices aside, we will have a better foundation from which to have more productive communication.

**Fear:** There are plenty of times we fear the conversation that needs to be had. Most people don't enjoy conflict and therefore prefer to put those tough conversations off or sugarcoat what they are trying to say. Don't put off the tough conversations. Remain calm, be candid and take it one step at a time.

**Body Language:** Communication is about 7% the words we say. The rest is tone and body language. Be aware of these things and control them when possible.

"Communication works for those who work at it." ~John Powell

Be well and be safe.

- **Robert**

## April 9 2019

### American Society for Quality

### Columbia Basin Section 0614

**NOTE DATE AND LOCATION:**

Tuesday  
April 9, 2019

**LOCATION:**

Joker's Event Center  
(aka Atomic Bowl/Comedy Club)  
624 Wellsian Way  
Richland, Washington

**5:30 p.m.** - Check in/Networking  
(wine/beer available for purchase)

**5:45 p.m.** – Place dinner orders  
(everyone orders from the  
restaurant [menu](#) and pays  
individually)

**6:00 p.m.** – Dinner

**6:45 p.m.** - Presentation

**NOTE: If planning to order food,  
please try to arrive by 5:45 to  
allow adequate time for everyone  
to be served and eat dinner prior  
to the presentation start time.**

**Cost:**

No charge for ASQ members  
No charge for guests

Please RSVP by April 3 for  
planning purposes.

E-mail [0614asq@gmail.com](mailto:0614asq@gmail.com)

with your name, contact  
information, and type of reservation  
(dinner and presentation, or just the  
presentation).

Attendance at this meeting earns  
0.5 RUs toward ASQ recertification.

For more information about our  
ASQ section and other upcoming  
events: [www.asp614.org/](http://www.asp614.org/)

### **"Analyzing the Past to Optimize the Future: An Overview of Lean Six Sigma and Continuous Improvement Methodology"**



**Holly Munroe and Marnelle Sheriff**  
**Lean Six Sigma Black Belts, Mission Support Alliance, LLC**

Historically, Quality Assurance (QA) has been associated with product form, fit and function as we deliver products and solutions to the customer. In pursuit of quality, we battle for balance between production and quality, especially related to cost. Lean Six Sigma supports the quality system in production or service environments. We all practice lean management. We seek the most efficient and effective methods of doing life's tasks not only in our work lives, but also at home. From the way we load the dishwasher, fold laundry or mow our lawn, we apply lessons from our past to optimize flow and eliminate waste. We measure our successes and continue to improve the task at hand (next time...). This creates value to us as we save money and/or time.

The Lean Six Sigma methodology utilized at Hanford is part of the Operating Excellence program, embracing the discipline, tools and principles for driving continuous improvement across the Hanford Site. It is both an organizational and employees' initiative for focusing efforts to continuously enhance business processes and service for customers. This provides for the highest performance level for a business process or program. The integration of Lean thinking and Six Sigma methodologies forces us to change the paradigm of routine day-to-day work practices. Rather than think about what's always been done a certain way, we think about what could instead be done *differently* --- to save time, reduce cost and improve results. Whether it involves a transaction process or a manufacturing process, excellence is achieved through the relentless pursuit of finding a better and smarter way to work. Operating Excellence brings out the best in people, products, services, and processes.

Marnelle and Holly will share information about the Operating Excellence program at Hanford. They will discuss how lean six sigma and quality assurance are related, what the disciplines can learn from each other, and how we all can benefit from the use of these tools.

*About the presenters:* Holly Munroe is a Lean Six Sigma Black Belt, Project Management and Senior Human Resources Professional. She supports the Operating Excellence Program for Mission Support Alliance, LLC. She holds an MBA with a focus on Management & Strategy. She has experience facilitating large group meetings for both private industry and the Hanford Site. As a Lean Program Facilitator, she guides customers to embrace and focus on change, while utilizing process-driven methodology. She has experience supporting both Hanford Site Contractors and Department of Energy structured improvement activities. Most recently Holly has enjoyed mentoring newly trained Black Belts through their certification process.

*Marnelle Sheriff is a Lean Six Sigma Black Belt. Her objective is to guide customers to improve processes that result in right sizing/staffing to best support operations/programs while maintaining a compliant and safe workplace, by employing the lean management philosophy to ensure cost/schedule efficiencies and quality products. Marnelle is a quality professional with 25+ years of nuclear experience. She is an owner/mentor for various operational and quality programs, with experience in Regulatory Compliance Coordination (10CFR/PAAA compliance) and Project Management.*

## MARCH MEMBER GIFTS – CUSTOMER EXPERIENCE MANAGEMENT

In today's competitive and increasingly complex market, it's not always enough to just deliver on requirements. It is important for organizations – and individuals – to manage the whole customer experience and to do it in such a way as to distinguish themselves from the competition.

This month's free ASQ member gifts can help:

- Two complete eBooks – Managing the Customer Experience and Superior Customer Satisfaction and Loyalty
- Five expert webcasts – Digital Transformation and the Client Experience, Customer Satisfaction and Loyalty, and a 3-part workshop on Customer Experience Management
- ASQTV videos – various tools and techniques to improve the customer experience, including Lean Six Sigma, predictive surveys, SIPOC, and Voice of the Customer
- Downloadable content – including multiple industry case studies, benchmarking reports, and other articles

### Looking for ways to earn recertification units (RUs)?

Viewing all the webcasts in this month's member gift equals approximately 3.5 hours (or 0.35 RUs) of home study activity under courses.

Access your free gifts by March 31 by clicking [here](#).

## TURN OFF YOUR LIGHTS FOR EARTH HOUR

**March 30 at 8:30 p.m.**

We live in an interconnected world. Every action we take impacts life around us, and increasingly those impacts are harmful. Our ever-growing demand for food, water, and energy is changing the climate faster than predicted - and it comes at a cost for wildlife, wild places, and people everywhere.

Starting as a symbolic "lights out" event in Sydney in 2007, Earth Hour is now the world's largest grassroots movement for the environment, inspiring millions of people to take action for our planet and nature.

This Earth Hour, millions of people around the world will turn off their lights for one hour (8:30 to 9:30 p.m., local time) on Saturday, March 30, to show their steadfast commitment to protecting nature. For more information and resources, click [here](#).

## CERTIFICATION NEWS

by Patrick Faulk, Section Certification Chair

On March 4 ASQ launched a new online Certification Registry. This registry replaces the "pass lists" that used to be published following the quarterly certification exams. Now that the exams are administered on a near-continuous basis, the new Registry will provide timely information on who has earned an ASQ Certification (or re-certified, when applicable). The Registry can be accessed at <https://asq.org/cert/registry>.

A search of the Registry must be narrowed to a specific Certification and Country. For the US and Canada, the search can be further narrowed to a specific State or Province. You can also search for a partial or full Last Name. The day the Registry went "live," I was able to quickly get a list of all 48 Certified Software Quality Engineers in the state of Washington, sorted by name (Last, First). The Registry does not currently provide further sorting or filtering of the results. However, with a little finagling I was able to copy the information into a spreadsheet, where I could then sort and filter the list to my heart's content.

The Registry is a convenient way for employers and recruiters to verify an individual's certification(s). Note that new information may take up to 30 days after receiving exam results (or submitting for recertification) to appear in the Registry.

The ASQ Certification Registry includes only those whose certification is "Active." The following information is listed:

- Certificate number
- Certification holder's first and last name
- Country, City/State of their primary address
- Credential and date earned
- Certification status ("Active")

No personal contact information (email, street address, phone number) is listed in the registry. Inclusion in the Registry is **voluntary**. If you prefer not to be listed, you can opt out of the Registry by logging in to your ASQ account and selecting "My Account." Select "My Certifications" from the left menu, then on the My Certifications page, click "OPT OUT" on the right side of the page.

Please contact [me](#) if you have any questions about the new ASQ Certification Registry or the certification/recertification process.

## QUOTE OF THE MONTH

"Let others lead small lives, but not you. Let others argue over small things, but not you. Let others cry over small hurts, but not you. Let others leave their future in someone else's hands, but not you."

Jim Rohn

## UPCOMING ASQ CERTIFICATION EXAMS

Get your application in by April 5 if you are interested in any of the upcoming ASQ certification exams. The testing window is May 3-19.

ASQ members save \$100 on the certification exams. For more information about ASQ certifications, click [here](#).

## CERTIFICATION EXAM DEVELOPMENT OPPORTUNITIES

by Scott Mitson, Section Membership Chair

Haven't we all thought about working hard to prepare for a certification exam, showing up at a testing center, acing the exam, and getting an ASQ certification?

How about the CQPA – Certified Quality Process Analyst? According to ASQ, the CQPA is a “paraprofessional who, in support of and under the direction of quality engineers or supervisors, analyzes and solves quality problems and is involved in improvement projects.” A CQPA “may be a recent graduate or someone with work experience who wants to demonstrate his or her knowledge of quality tools and processes.” What a great way to help get started in a career in quality improvement!

Okay... So, most of us have probably thought about the hard work to prepare for taking an exam. What about the hard work that goes into actually preparing the exam itself? Who does that? How do these exams get created?

Again, ASQ says: “ASQ certification exam development relies heavily on the efforts of ASQ certified members. During the course of a year, approximately 300 subject-matter experts (SMEs) are involved in some phase of exam development. The ASQ Certification Board, which is composed of volunteer SMEs, has oversight responsibility for the exams, and its top priority is to ensure the integrity of the exam development process. For more information regarding the exam development process, please contact [cert@asq.org](mailto:cert@asq.org).”

Well... I am an ASQ member, and I obtained the CQPA certification a few years ago. I decided I would like to get involved in the exam development process, so I contacted ASQ. After an application process, I was pleased to learn that I was selected to participate in part of the exam development process at ASQ Headquarters on April 5 and 6. I will participate in a workshop for the CQPA exam along with 10 other volunteers.

After attending, I plan to write-up some notes about my experience, and hopefully get it all published in our next newsletter. This sounds like a great opportunity. If you would like to get involved in the exam development process too, contact [me](#) or another of our section member leaders. Maybe we can get you started in the right direction!

## PREVENT FRAUD AND IDENTITY THEFT

Free Workshop – April 18 in Richland

Learn how to protect your finances from the bad guys at this free one-hour workshop, offered by Spokane Teachers Credit Union (STCU). You will learn what attracts identity thieves and other criminals, how to spot warning signs of fraud, trending scams and more.

The April 18 workshop will be held from 6-7 pm at the Richland Public Library, 955 Northgate Drive in Richland. For more information and to register, click [here](#).

## 2019 WCQI – GET REGISTERED!

May 20-22 – Ft Worth Texas

Yee-haw! Saddle up now and get on the path to leading change in the workplace. Join other quality professionals for three days of inspiring presentations focused on the state of today's digital landscape and how to prepare for an exponential change in your business.

You can customize your conference experience with sessions in five major focus areas and various formats to suit your personal learning style!

Focus Areas include: The Future of Quality; Managing Change; Building and Sustaining a Culture of Quality; Quality Basics; and Advanced Content Master's Series.

In addition to traditional concurrent sessions and workshops, you'll have access to these dynamic formats.

- Quality 4.0 Theater Sessions: Listen to "TED-Style" talk focusing on AI, robotics, and other technological advances.
- Flip Sessions: View the lecture portion online in advance of the conference to afford more hands-on time for activities, exercises, and Q&A.
- After 5 sessions: Participate in an informal format including a social component adding to the interaction between facilitator and participants.
- LIVE Case Studies: Hear how other companies have achieved success through quality initiatives.

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

## WCQI DISCOUNT FOR 2019 CONFERENCE ATTENDEES!

ASQ is offering a reduced rate for members who attended the 2018 conference. Be sure to register by April 4 and use promo code **TXALU19**.

## HOW TO GROW YOUR BUSINESS USING COMPETITIVE INTELLIGENCE

Free SCORE Webinar – March 28 at 1:00 PM EDT

What can your competitors teach you about your business or the market you're thinking about entering? More than you think. In this webinar, led by SCORE Mentor Michael Sandman, you'll learn how to use competitive intelligence to help you start or run your small business.

This session will cover:

- How your market operates
- How other businesses in the same market compete
- What you can learn from owners and employees of businesses like yours
- How trade and professional associations can help

To register, click [here](#).

## **ASQ EMERGING QUALITY LEADERS PROGRAM**

### **2019 Program begins May 18 at WCQI**

ASQ's Emerging Quality Leaders Program is for aspiring, high-potential quality professionals to take their careers to the next level in management.

Applicants must have a company sponsor who confirms they have demonstrated a passion for leadership, personal development, and continuous improvement. They will have demonstrated exemplary performance, values, and results in their current roles, and be ready to take the next step forward. The company sponsor recommends them for the program and will be kept updated throughout the program on the participant's progress.

Ideal for the mid-level manager, this 12-month program accelerates the transfer of executive knowledge, soft skills, and broader industry perspectives to develop thought-leadership in the next generation of quality executives.

The program focuses on building a participant's expertise on the 10 leadership topics identified by ASQ's Human Development and Leadership Division, an ASQ industry-specific member community. This program elevates the participant's experience by embedding them within real-world learning sessions, including face-to-face executive-level interaction, virtual presentations by subject-matter experts, and applying gained knowledge to complete projects that directly showcase their leadership skill development and make improvements to their organization.

Launching each year at the World Conference on Quality and Improvement (WCQI), the program includes four main learning components: virtual sessions, interactive on-site visits at top companies, executive mentoring, and individual (or optional group) projects that focus on strength building and delivering results back to the organization.

For more information about the program, benefits to individuals and organizations, requirements and fees, click [here](#).

## **BOYS & GIRLS CLUB FOUNDATION FOR THE FUTURE BREAKFAST APRIL 9 IN KENNEWICK**

### **No charge to attend**

The annual Boys & Girls Clubs of Benton & Franklin Counties' inspirational breakfast will be April 9 at the Three Rivers Convention Center in Kennewick from 7:30 to 8:30 a.m. This event is a great way to support local children and teens. A great way to help out is to host a table of eight for your organization. There is no cost to attend, thanks to Broadmoor Storage Solutions, the event sponsor. Guests will be offered the opportunity to make a donation, if desired. To RSVP, email [Amber](#) or call 509-543-9980.

## **SIGN – 20<sup>TH</sup> ANNIVERSARY CELEBRATION**

### **April 19 in Richland**

SIGN Fracture Care International is celebrating 20 years of healing! There is no charge to attend this event which runs from 10:30 a.m. to 2:30 p.m. on April 19 at their facility, located at 451 Hills Street in Richland. Included will be a light snack, celebration program with special guests, and interactive displays. RVSP by April 15 by email to [Cari](#), text SIGN20 to 41444, or call 509-371-1107.

## **VIVA LAS VEGAS**

### **The Arc Fundraiser April 19 in Pasco**

The Arc has been serving people with intellectual and developmental disabilities of all ages, and their families, in the Tri-Cities area since 1950. More than 90% of their budget goes directly to the 21 programs for the people they serve.

Their fundraiser on April 19 will be a night filled with fun, food, laughter and silent and live auctions. There will be casino-style card games and fun prizes, wine, beer, soft drinks, and more.

Tickets are \$65 per person, which includes dinner and two glasses of wine. For more information, click [here](#), or call 509-783-1131 ext. 102.

## **SUPPLY CHAIN HEDGING & RISK MANAGEMENT**

### **March 26 in Kennewick**

Matt Upmeyer, Senior Director of Procurement for Lamb Weston, will be the featured speaker at the March 26 meeting of the Columbia Basin Chapter of the Institute for Supply Management (ISM-CB).

"Hedging" is one of the more advanced tools a supply chain manager can use to protect a company from price volatility. When a company uses commodities and material in large quantities over a long term, price variability can seriously affect business planning and cash flow. As a protection from price fluctuations, buyers can sacrifice some potential profit and mitigate losses by hedging. Similar to setting up a levelized billing plan with an electric utility bill, it might cost a few dollars to use the plan but having the ability to project budgets and cash flow for the entire year makes it worthwhile. When confronting an evolving business climate and job market, having a basic understanding of hedging, is an advantage for supply chain specialists.

The meeting will be held at Applebee's in Kennewick, with check-in starting at 5:30 pm and the presentation at 6. There is no charge and attendees may order from the menu. To RSVP, click [here](#). For more about ISM-CB, click [here](#).

## ENERGY SAVING TIPS FOR DAYLIGHT SAVING TIME

(from American Home Shield)

Happy Daylight Saving time! As the days get longer and the weather gets warmer, we all know what usually happens with our electrical/energy bills. Here are a few tips to help reduce the energy consumed in your home as spring and summer approach.

**Take Advantage of the Extra Sun:** Natural light is a great way to reduce energy costs. Instead of hiding behind closed blinds, open them up and let the sunlight brighten your home. When the air conditioner is on, keep the blinds closed during the day to lower the temperature of your house.

**Keep Your Cool:** Find your threshold for cool air and set the temperature accordingly. As a basis, 78° when you're at home and 85° when you're not is a good way to lower costs. Also, to maximize the effectiveness of the unit, don't forget to change air filters and clear any vent blockages.

**Fans Are Your Friends:** One of the biggest contributors to energy bills is the air conditioner. Turn it off completely and cool down your home with window, ceiling and whole-house fans for big savings.

**Turn Down the Heat** Water heaters account for about 18% of home energy costs. Lowering the temperature on your unit to around 120° will help reduce how much energy it consumes.

**Seal Your House** Weather stripping, caulking windows and sealing air leaks will keep the cold air in and the hot air out. This trick will benefit your heating costs in the cold winter months as well.

**Strategically Run Your Appliances:** Running the dishwasher and dryer during the day increases the temperature of your home. Wait until the sun goes down to do the dishes and laundry so the air conditioner won't have to work as hard to cool your home. Washing your clothes in cold water also helps lower costs, as does unplugging electronics when they aren't in use.

**Fire Up the Grill:** Need an excuse to spend more time using the BBQ? Grilling outdoors, as opposed to using your oven, also reduces the heat of your home.

## WHY PROJECTS FAIL AND HOW TO CREATE SUCCESSFUL ONES

### Video Interview with Todd Williams

What are four steps to make your company initiative ready? In this three-minute interview with *Talk Business 360*, author and consultant Todd Williams discusses the key elements for transforming your company into an initiative ready organization that can repeatedly run successful projects.

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

## FILLING EXECUTION GAPS: HOW EXECUTIVES AND PROJECT MANAGERS TURN CORPORATE STRATEGY INTO SUCCESSFUL PROJECTS

Book by Todd C. Williams

*Filling Execution Gaps* not only tells you how to fill gaps in your organization that keep you from turning strategy into successful projects, but it also fills a gap in business literature - how to execute strategy.

Complementing the author's first book, *Rescue the Problem Project*, this one looks at the six primary root causes that organizations have when trying to run projects successfully and tell you how to fill them. Based on experience and more than 350 interviews with executives, middle managers, and senior project managers, it covers a wide swath of business domains. It is the culmination of nearly 5,500 hours of research, verification, and writing.

You may be surprised at some of the unique situations that exist in the areas of healthcare, new product development, leadership, and others. Written in a conversational tone, it includes case studies, interviews, and loads of other practical advice.

Take a peek at the chapter outlines [here](#). Available from online bookstore [PGDirect](#) for \$20.99.

## MILLENNIAL NUCLEAR CAUCUS 2019

April 4 in Richland

Everyone has a stake in the future of nuclear!

The Millennial Nuclear Caucuses are a series of events hosted by the U.S. Department of Energy, Office of Nuclear Energy (DOE-NE) that bring together the next generation of leaders in nuclear innovation. They feature discussions on the path forward for the nuclear industry and the role innovative technology will play. Participants at the events represent the full spectrum of the nuclear field, including young leaders supporting the existing fleet, those designing small modular and advanced reactors, and those advocating for a thriving nuclear future.

DOE-NE encourages all young people interested in nuclear energy, advanced science and technology solutions, or the future of clean energy to attend and join in the conversation at this year's event. It will be held at Pacific Northwest National Laboratory's Discovery Hall in Richland on April 4 from 12:30 pm to 6 pm. The Caucus will include tours (space limited; advance registration required); talks, displays, job fair, keynote speaker and panel discussion and a networking reception.

For more information and to register, click [here](#). If you are unable to attend in person, join the conversation on social media using #NuclearVisionary.

## COLUMBIA BASIN ASQ MEMBERSHIP

There are 93 members in Columbia Basin ASQ as of March 6.

2019 COLUMBIA BASIN ASQ LEADERSHIP TEAM	
January 1 - December 31, 2019	
Section Chair	Jo Haberstok
Secretary	Robert Boykin
Treasurer	Kent Ozkardesh
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.

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.

## Spring Word Search Puzzle

Name: \_\_\_\_\_

Spring



W	P	R	O	B	I	N	P	E	S	R	G	H	I	P	H	R	S
P	S	K	D	D	C	E	L	P	E	B	G	A	P	P	Z	F	T
U	U	X	L	A	L	M	L	G	A	G	L	R	R	M	F	X	C
D	N	S	D	I	F	F	H	U	S	U	S	O	E	D	O	L	Q
D	S	H	M	E	L	F	L	E	O	M	E	W	S	E	E	J	R
L	H	O	E	Q	U	A	O	O	N	B	E	E	W	S	N	N	A
E	I	W	L	N	E	B	C	D	W	R	D	A	N	G	O	J	I
N	N	E	T	A	G	U	W	S	I	E	S	T	Z	R	W	M	N
L	E	R	I	R	K	D	L	N	E	L	R	H	V	O	H	S	B
F	X	S	N	E	X	S	D	Z	K	L	F	E	R	W	N	U	O
R	H	D	G	G	B	C	W	V	G	A	X	R	A	I	N	N	W
N	V	C	R	O	C	U	S	C	Y	Y	U	W	A	R	M	T	D

Find the following words in the puzzle.  
Words are hidden → ↓ and ↘ .

BLOSSOM  
BUDS  
CROCUS  
DAFFODIL  
FLOWER  
GARDEN  
GREEN

GROW  
LILACS  
MELTING  
PUDDLE  
RAIN  
RAINBOW  
ROBIN  
SEASON

SEEDS  
SHOWERS  
SUN  
SUNSHINE  
UMBRELLA  
WARM  
WEATHER



## We're on Facebook!

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