

## CHAIR'S CORNER – Good Things Grown Locally

by Jo Haberstok

Well, it's that time of year again. I'm talking about Farmer's Markets, among other things. Asparagus? Yes! Strawberries? Check out Klicker's Strawberry Acres in Walla Walla and Bill's Berry Farm in Grandview!

Most of the local Farmer's Markets are now open at least one day each week and others are opening in June. I recently visited the Yakima Farmer's Markets – there is one in downtown Yakima and another one at the Union Gap Mall. The markets are great places to get good fresh food at reasonable prices. Sometimes there are also wine, beer or cider tastings. Other vendors have lots of crafty items to tempt you.

I especially like talking to the farmers and vendors, especially those who are passionate about their wares. I grew up on a small farm, so I know a few things about what goes into planting and harvesting crops – I put in what I felt (at least at the time) was more than my fair share of hours changing sprinklers and cutting asparagus. But I always learn new things every year from talking with folks at the markets.

A passion for produce...actually wouldn't that be a great name for a vendor? We see food trucks just about everywhere these days; maybe there's also a market for a "produce" truck that sets up at different places around the community?!!

There is something to be said for the idea of following your passion, right? We all have our own special strengths and talents, and although it's not always easy to find a job or volunteer role that matches up, keep searching. It's great when it all comes together.

The folks at the Tri-City Union Gospel Mission are passionate about their mission and goals. Definitely "grown locally," the Mission has been a staple of the community for over 60 years, offering food, shelter, clothing and counseling to those in need. Did you know that they serve over 72,000 meals every year? Generous donations from many supporters is what keeps the Mission going – and growing. Their new Men's Facility opened late last year, and the new, increased space is allowing them to better serve even more individuals.

We usually take a little "break" from meetings during the summer months. However –and this is *great* news! - we have an opportunity to tour the new Men's Facility on Friday, June 14. I hope you will be able to join us. Our section toured the previous facility in 2017 and it was eye-opening to say the least. It was also pretty cramped, with some very steep stairs that I'm sure made things difficult for everyone.

I am really looking forward to seeing the new place and learning more about all the good things they are doing.

Hope to see you there!

- Jo

## What's Up with Great?

by Robert Boykin

Have you ever been cornered and asked, "So what great things have you done lately?"

Many of us believe that we've accomplished great things in our lives – such as ascending to a high mountain top, completing a marathon, traveling to many of the 195 countries in the world today, raising a family, or saving a life, to name a few. These are of course, great achievements.

However, before we get ahead of ourselves, "great" can mean of an extent, amount, or intensity considerably above the normal or average. With that said, consider a quote attributed to Vincent Van Gogh that offers, "Great things are done by a series of small things brought together."

There are scores of everyday people doing the work that helps make our planet worthwhile. Those scores of everyday people could be heroes just for one day. Or maybe two days, or a week. Maybe, without even realizing it, for the rest of their lives.

So, based on the above narrative, your everyday good deeds could change the world. They don't have to be great things, but things that can make a positive difference in your life and in the lives of others. Consider:

- Becoming a tutor
- Helping build a playground
- Organizing a fundraiser
- Donating blood
- Becoming a mentor
- Volunteering
- Recycling

Those are only a few of the many things that can help make your community and the world a better place to live in, and might also give you a warm and fuzzy feeling inside.

According to pundits, little things are a better test of character than great things. They come every day; great things do not. The world turns on small hinges, but for great things, we brace ourselves up and make exceptional efforts. Little things deal with reality, without any show; and what we call "little things" are often much greater than what we call the great ones and, therefore, have much larger consequences. Attend to the little things, and we need not be anxious about the greater ones. Keep in mind that your good deeds could change the world. As offered by Martin Luther King Jr, "If I cannot do great things, I can do small things in a great way."

What's up with great, you say? I believe you are well on your way.

Be well and be safe.

- Robert

# June 14, 2019

## American Society for Quality Columbia Basin Section 0614

### NOTE LOCATION AND TIMES:

Friday, June 14, 2019

### LOCATION:

Tri-City Union Gospel Mission  
Men's Facility  
221 South 4<sup>th</sup> Avenue  
Pasco, Washington  
(509) 547-2122



## Site Visit and Tour

# Tri-City Union Gospel Mission

## New Men's Facility

221 South 4<sup>th</sup> Avenue – Pasco, Washington

9:45 a.m. – Check in

10:00 a.m. – Tour Begins

Tour will last about an hour.

**NOTE:** Closed-toe shoes are required for the tour.

There is no charge for the site visit, but space is limited so get your reservation in soon.

### RESERVATIONS REQUIRED

For planning purposes, reservations must be received by June 10. Send an email to [0614asq@gmail.com](mailto:0614asq@gmail.com) with your name, phone number and contact information.

**Please consider making a donation to the Mission – food, clothing, household items and monetary donations are always appreciated (and tax-deductible). For a list of most urgent needs:**  
<http://www.tcuqm.org/needs>

Of note: The Mission also has a shelter for women and children. We will be touring just the men's facility.

For more information about our ASQ section and other upcoming events:  
[www.asq614.org/](http://www.asq614.org/)

The Tri City Union Gospel Mission began serving Benton and Franklin counties in 1954. Their mission today is to serve homeless and impoverished people in southeast Washington and northeast Oregon communities so that they may be transformed to become contributing members of society. The generous donations of goods, time and money from many supporters keeps them going.

Years of dreaming, planning and construction culminated in the opening of the Mission's new Men's Facility in late 2018. The new space has 162 beds, including emergency shelter beds and more private bunk areas. There is also a day room, computer lab, chapel and other features, including a commercial kitchen and large dining room.

The need for rescue, recovery and restoration is growing each year. The Mission serves 72,000 meals a year and provides 37,000 nights of shelter.

A few statistics to help better understand the needs and people the Mission serves.

- 2,082 unsheltered homeless individuals in southeastern Washington recorded on a single day point-in-time count; 232 with chronic substance abuse issues; 158 homeless veterans
- Over 30,000 live below the poverty line - many just a paycheck away from being homeless

Rescue is all about meeting the immediate needs of someone when they walk through the doors of the Mission. They don't know where to get food, they don't have a bed to sleep in, they need clothes, they need a shower, etc. After being at the Mission for a while, when they can breathe a little bit and are feeling better about themselves, then some of the layers can be peeled back to learn more about their lives and what actually brought them to the Mission. By addressing underlying issues, work can begin to deal with obstacles and helping them reverse course.

Join us June 14 for a special tour of the new Men's Facility. We will visit many of the areas where clients are served and will learn more about the Mission's philosophy and future plans.

## COLUMBIA BASIN ASQ HONORED BY PERFORMANCE AWARDS AND RECOGNITION COMMITTEE

Each year, some ASQ member units (geographic and technical communities, aka sections and divisions) are honored by the Performance Awards and Recognition (PAR) Committee. PAR is the model member units follow when planning, funding, and executing actions designed to drive higher levels of member engagement. This evolves from a renewed focus on member retention, member growth, and member value creation.

ASQ member units strive to meet or exceed specific metrics during each calendar year; we establish and carry out our annual business and budget plans with these in mind.

Our Columbia Basin member unit was recently notified that we achieved Silver level recognition for performance by meeting the metrics in two of three PAR categories in 2018. Thirty-nine (39) other member units also achieved Silver. Throughout ASQ, 30 member units achieved Gold level recognition by meeting the metrics in all three categories. There were 37 member units that achieved Bronze level recognition for achieving the metrics in one of the categories. Additionally, one member unit (way to go, Northern Nevada Section!) also received bronze level recognition for Innovation.

**Congratulations** to our section - and thanks to our section leadership team and other members whose hard work helped us achieve this recognition. Also, congratulations to all the other ASQ member units who received 2018 PAR recognition as well!

## MAY MEMBER GIFTS – QUALITY PROFITS

*“Quality is free. It is the ‘unquality’ things that cost money.”*  
- Philip B. Crosby

Raise your hand if you're a quality professional! I'm guessing everyone raised their hand, right?

As such, we need to understand and effectively communicate the impact, risks, and financial costs of poor quality, as well as all the benefits of good quality, and in a way that leadership will understand and be motivated to support.

ASQ's free gifts for members this month include the following resources:

- **Complete eBook** – *Proving Continuous Improvement with Profit Ability*
- **Bonus eBook** – *“The Executive Guide to Understanding and Implementing Quality Cost Programs”*
- **Multiple expert webcasts** – including *Introduction to The Hidden Factory* and *Introduction to the Cost of Quality*
- **ASQTV videos** – six-part series on *Cost of Quality* including *Appraisal Costs*, *Budgeting*, *Cost of Poor Quality*, etc.
- **Practical examples** – dozens of articles, case studies, and benchmarking reports to provide additional guidance

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

## ASQ MEMBERSHIP TYPE CHANGES

ASQ is introducing a new individual membership model to better align member value with membership level. The changes associated with the new model include:

- Associate Membership will be eliminated, and Full Membership will be renamed Professional Membership
- A modest price increase will be introduced for both Professional (\$10) and Student (\$2) Membership
- Membership will be enhanced to provide expanded access to all divisions/forums at no additional cost

ASQ Professional Membership will increase members' opportunities for knowledge and skill development, peer networking, and career advancement. In addition to connecting with quality professionals in their geographic areas, members will benefit from expanded access to all the tools, resources, and content developed by thought leaders and subject matter experts across 26 industry and interest-specific technical communities.

**The new membership model will become effective on July 1, 2019.** All Members will be formally notified of the changes prior to any change in their membership status.

## ASQ RECOGNIZED WITH TRAILBLAZER PERSI AWARD

ASQ was recently honored as a recipient of the 2019 Personify Trailblazer Persi Award.

The Persi Awards honor organizations' use of cutting-edge programs and solutions in the Personify suite of products. The Trailblazer Persi category recognizes organizations using several solutions to take their customer management and engagement to a new level and to leverage technology in innovative ways.

ASQ was recognized for its use of Personify360 for membership data management, A2Z Events for WCQI exhibitor and attendee management, and Community for myASQ. Notably, ASQ was applauded for myASQ, which since its launch in 2018, has seen 6,400 members join and 94% of the community's content driven by the members - a true measure of success in an online community.

## GOING TO WCQI? SHARE YOUR STORY!

I hope that many of our Columbia Basin ASQ section members will be traveling to Fort Worth, Texas, and participating in the World Conference on Quality and Improvement (WCQI) next week.

Please consider putting together a few notes about your experience there and submitting them so that some of your highlights can be shared in our next section newsletter. Deadline for submittals is June 10.

## COST OF QUALITY: INTERNAL & EXTERNAL FAILURE, APPRAISAL, AND PREVENTION COSTS

### ASQTV Videos

What is the true cost of quality? ASQTV offers a three-part series on this topic, with three separate episodes.

Internal and external failure costs are example of poor quality. Appraisals demonstrate the cost of good quality. Prevention costs are associated with the design, implementation and maintenance of the quality management system.

[Check out](#) one, two or all three of these episodes of ASQTV!

## CERTIFICATION/RECERTIFICATION NEWS

by Patrick Faulk, Section Certification Chair

ASQ offered its first professional certification for Quality Engineers (the "CQE") 50 years ago. Since then, more than 300,000 certifications have been issued worldwide, covering 18 different specialties.

A certification in your career field can be a workplace differentiator, as well as increasing your own personal value. Now would be a great time to see if there's a certification that's right for you!

The next cycle of ASQ certification exams has been announced for July 5-21, 2019:

- Six Sigma Yellow Belt (CSSYB)
- Six Sigma Black Belt (CSSBB)
- Biomedical Auditor (CBA)
- HACCP (Food Safety) Auditor (CHA)
- Quality Technician (CQT)
- Quality Inspector (CQI)
- Reliability Engineer (CRE)
- Manager of Quality (CMP)
- Supplier Quality Professional (CSQP)

The application deadline for these certifications is June 7. Once your application is accepted, you can set up an appointment at any Prometric testing facility to fit your personal schedule. Our nearest test facilities are in Yakima, Spokane, and La Grande, Oregon.

ASQ has online resources to help you prepare for your certification exam. A guide to those resources can be found by clicking [here](#). If you have questions about becoming certified, or already have a certification and need help renewing it, contact [me](#).

## JUNE IS NATIONAL SAFETY MONTH

June will soon be here, and that means it's time to get ready for National Safety Month.

Safety is everyone's responsibility, and everyone's attention is needed to help prevent injuries and save lives. Small changes made throughout your day can help keep you, your loved ones and your co-workers safe.

Here are a few ways to celebrate and get the word out:

- Hold a safety trivia contest with prizes
- Make an activity out of identifying hazards where you work and live
- Organize a safety fair or lunch & learn session
- Encourage others to take the [SafeAtWork pledge](#)

The National Safety Council (NSC) provides free materials to help get the word out—including a National Safety Month poster, tip sheets, articles and social media graphics—on the following weekly topics in June:

- **Week 1:** Hazard Recognition
- **Week 2:** Slips, Trips and Falls
- **Week 3:** Fatigue
- **Week 4:** Impairment

[Sign up today](#) to be sure to get the materials when they are available.

## IS YOUR TEAM ALL PULLING IN THE SAME DIRECTION?

by Paul D. Casey

Years ago, I brought a tug-of-war rope to a staff meeting.

I had everyone pick it up and pull toward them. It was obviously easy. I talked about how this is how it feels when we are all *pulling in the same direction toward our company vision—shoulder to shoulder, all energy aligned.*

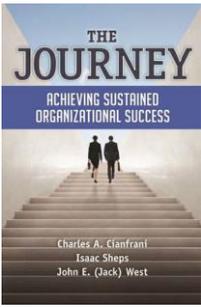
Then I had a gentleman get on the other side of the rope and pull against the group. It was a little harder to pull toward the same target, but doable. When one person gets off-vision, it slows progress of the whole team—and *this person needs to be confronted as soon as it is detected.*

Then I added a few more folks to the other side, and it became very difficult to produce results. This symbolizes a group that is aimless, without a clear vision and a clear role in accomplishing it.

*The bottom line is the leader sets the vision, casts it to the point of buy-in from the team, and then integrates it and aligns team efforts for the long haul.*

Assure team unity to keep Growing Forward!

*Paul D. Casey, "The Calendar Coach," who presented at our May 14 dinner meeting, loves to help people take action and achieve their goals. He is an author, coach and Certified Master Trainer. Check out his [website!](#)*



## THE JOURNEY: ACHIEVING SUSTAINED ORGANIZATIONAL SUCCESS

Book by Charles A. Cianfrani,  
Isaac Sheps and John E. (Jack) West

It is no longer enough to just satisfy your customers in today's competitive environment. To sustain success, the needs and expectations of all relevant interested parties of your organization

must be met.

The Journey is a process in which those needs and expectations are inputs, and sustained success is the output. To transform the inputs into sustained success, the organization must establish and implement the right processes. This represents 'what' must be done. The organization also must ensure that it has the behaviors and competencies needed to maintain these processes, representing 'how' things should be done.

This book covers both the 'what' and 'how' aspects of achieving sustained success and is a guide for top managers ready to embark on this journey. The chapters serve as a sequential checklist that elaborates on the key elements of the process, with each element building on the next as readers are guided through their journey.

This 209-page hardcover book is available to ASQ members at a discounted price of \$40. Click [here](#) for more information or to order.

## PROCUREMENT POWER HOUR - HUBZONE CERTIFICATION

May 23 in Kennewick

Are you a small business, or do you know of one located in an area designated as a "Historically Underutilized Business Zone" (HUBZone)?

This event, hosted by the Tri-City Regional Chamber, is for those interested in looking into becoming HUBZone Certified and/or learning about the pros and cons of this certification. Information regarding the program and how to apply for certification will be provided.

Attendance is free, but registration is encouraged. For more information or to register, click [here](#) or call 509-491-3231.

## QUOTE OF THE MONTH

"Show respect even to people who don't deserve it; not as a reflection of their character, but as a reflection of yours."

~ Dave Willis

## SPOOF PROOF YOUR LIFE

Free Event - May 30 in Kennewick

The barrage of automated telephone solicitations or "robo calls" received on home and mobile phones has increased to nearly 50 billion calls a year, and it is estimated that up to half of those calls are scams.

Washington State Attorney General Bob Ferguson and experts from the AARP Fraud Watch Network, Microsoft and the Federal Trade Commission will present a free "Spoof Proof your Life" event on May 30 from 9 a.m. to 1 p.m. at Three Rivers Convention Center in Kennewick.

Learn how to spot and avoid the latest scammer tactics such as "neighbor spoofing," "spear phishing," and "SMiShing." The event is free, and lunch is included, but space is limited and registration is required. Reserve your spot at [www.aarp.org/wa](http://www.aarp.org/wa) or call 1-877-926-8300.

## MCLDA BOOK CLUB INVITATION

May 30 in Richland

Our friends at Mid-Columbia Leadership Development Association (MCLDA) are inviting anyone who is interested to join their new Book Club.

The next meeting is May 30 at 5:30 pm at Bookwalter Winery in Richland. They will be discussing *The Art of Gathering: How we Meet and Why it Matters* by Priya Parker. This is intended to be an opportunity for candid, fun and meaningful conversations with colleagues, friends and strangers that you just haven't met yet. You are also welcome to bring a guest(s).

For more information and/or to get on their mailing list for future books and meetings, email [Floreine](mailto:Floreine).

## JUNE 8 GARDEN TOUR FUNDRAISER

The Academy of Children's Theatre (ACT) Garden Arts Tour is June 8. The self-guided tour features seven gardens located throughout the Tri-Cities. There will also be performances and demonstrations from a variety of artists, musicians and performers, including the Mid-Columbia Mastersingers.

Tickets are \$30 each and may be purchased [online](#) or at the ACT office in Richland. Funds raised will help support ongoing education classes and programs at ACT. Last year, ACT served over 6,000 local students.

## We're on Facebook!

Follow us at [ASQ Columbia Basin Section 0614](#)

## NUSCALE PLANT OPERATIONS

### ISM-CB Meeting - June 11

The June 11 meeting of the Institute for Supply Management - Columbia Basin (ISM-CB) features a presentation by Spain Abney, supervisor of plant operations for NuScale.

NuScale is a Northwest-located nuclear plant developer based in Portland, Oregon; it is a wholly owned subsidiary of Fluor. They are the currently leaders in development of small modular reactors (SMRs) that are designed to be factory-built and then transported for assembly on the nuclear plant site. They are expected to be commercially available around 2025.

The presentation will review this innovative technology and its advantages over site-built large nuclear power plants. There is no cost to attend the meeting, which will be held at Applebee's in Kennewick, with networking at 5:30 pm and the presentation at 6 (dinner may be ordered from the menu). Reservations are required; click [here](#) to RSVP.

## SIP...SAVOR...SUPPORT – FUNDRAISER

### June 14 in Kennewick

Kick off Summer 2019 with a fun evening June 14 at Powers Winery in Kennewick. The event will feature a self-guided tour through the vineyards at Power Winery/Badger Mountain Vineyards. Visit four wine tasting stations throughout the vineyard and learn about their programs. Then have a glass of wine and enjoy the rest of the activities including live music by Evan Egerer, hors d'oeuvres, dessert, silent auction, a photo booth and more.

Funds raised will support Columbia Industries' new culinary training program, Opportunity Kitchen, which will equip persons with disabilities and other barriers with specific skills needed to thrive in food service or hospitality jobs.

Cost is \$60 per person, which includes a souvenir wine glass, four tastings, a glass of wine, hors d'oeuvres and dessert. For more information and to buy tickets, 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.

HAPPY  
SPRINGTIME!



## EASING INTO SUMMER – GALA EVENT JUNE 14

### Benefitting Elijah Family Homes

Elijah Family Homes (EFH) fosters hope, dignity, and self-sufficiency through stable housing and supportive services for families in recovery. They serve families with low income who do not qualify for public housing because of past criminal offenses, often as a result of drug and alcohol addiction. Their Transition to Success program provides families safe, stable, affordable housing and supportive services in the form of highly individualized case management for up to three years.

The June 14 fundraising gala includes a cocktail hour, dinner, entertainment, and a dessert auction featuring local bakeries and artisans. It will be held at The Reach Museum in Richland. Cost is \$60 per person, \$100 per couple, or \$450 for a table of eight. Tickets may be purchased [online](#), or call 509-943-6610 for more information.

## COLUMBIA BASIN ASQ MEMBERSHIP

There are 92 members in Columbia Basin ASQ as of May 3.

| 2019 COLUMBIA BASIN ASQ<br>LEADERSHIP TEAM<br>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 (acting)   | Jo Haberstok   |
| 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 Columbia Basin ASQ 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.