

CHAIR'S CORNER – Fireworks and the Future

by Jo Haberstok

I hope this newsletter finds you all staying safe and healthy, and that you had a good Fourth of July and practiced appropriate social distancing between the macaroni salad and potato salad on your plate. Just a little humor there.

I don't know about your area, but with no formally organized fireworks over the river or at the stadium this year in the Tri-Cities, this was the loudest bunch of neighborhood celebrations I have heard in over a decade. Must have been a record year for the fireworks stands! I did feel sorry for the neighborhood animals, though.

With not a lot of good news related to the COVID-19 pandemic lately, people may be ready to celebrate whenever an opportunity arises. Now we have entered a new "phase" for the area. Hopefully everyone will continue to mask up and do the right thing to keep everything moving in a positive direction.

And speaking of "positive" ... it's time to be thinking about our section's future. We will be starting work on our 2021 business and budget plans soon, and we also need to find section members willing to commit a few hours each month to serve in the very important – and required - positions of Chair, Treasurer, Secretary, Membership, Audit and Nominations. Please take some time to think about stepping up to help in the coming year. If you have questions about the positions, let me know (or any of our current leadership team members). If we are unable to fill the required positions, we may have to disband the section. I hope it will not come to that. I am very proud of the great programs, speakers, site visits, and other activities our section has offered over the years. I've served in several roles and have enjoyed planning programs and being able to meet and network with so many of you. I hope some of you will find it in your hearts to want to serve in 2021 – to help our section continue and to grow and be able to offer even more events and opportunities in the future.

In other section news, we plan to continue with virtual meetings through the remainder of 2020. I'm sure many of us would like to be able to get together in person and to meet more formally and network as we have at past dinner meetings. But, for safety's sake, it's probably best to hold off for a while longer. On the positive side, however, we will continue to share information about upcoming virtual meetings, webinars, etc., being offered by other ASQ sections. I hope you will continue to participate in them. You will find information about two virtual July meetings in this newsletter.

Stay safe, stay healthy – and stay positive!

- Jo

p.s. All's good in the world – Joey Chestnut broke his own record on July 4th, eating a whopping 75 hot dogs and buns in 10 minutes. He also hit another food vacuum milestone -- his 1,000th career dog! No crowds, no problem.

Summer Fun

submitted by Robert Boykin

I hope you are all enjoying the warm weather, and all that goes with summer. Sometimes we can get so busy with the daily hustle and bustle that we forget to be in the moment with the folks closest to us, so let's all be sure to make this summer a memorable one with our family and loved ones.

Here are a few suggestions to maximize that time:

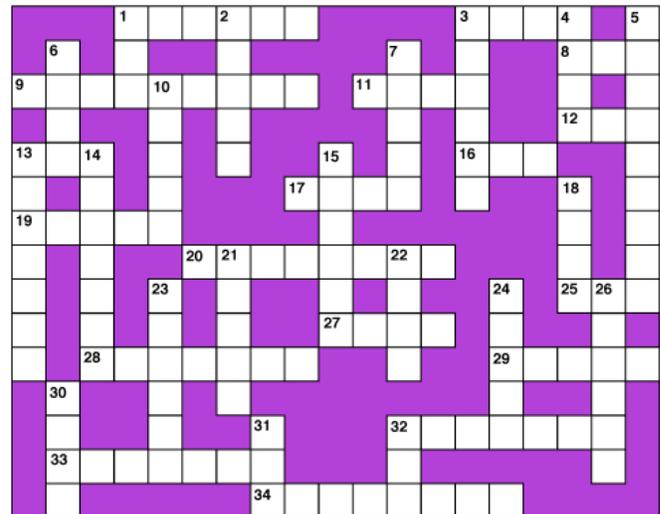
- Go on a family favorite adventure (e.g., camping, fishing, swimming)
- Learn something together for the first time (e.g., arts & crafts projects, dance class on YouTube, baking course)
- Fire up the backyard barbecue
- Solve a puzzle together

Speaking of puzzles... Let's see who really reads the newsletters. For the first three (3) members who respond back to me with the correct answers (complete the puzzle, scan it and send it to me at boykin68@gmail.com, you will win a gift card to a local establishment.

Be well and be safe.

- Robert

SUMMER CROSSWORD



ACROSS

1. Light rain
3. String _____
8. Single _____
9. Jumping & hopping game
11. Summer month
12. Have lunch
13. Very warm
16. City home for wild animals
17. Summer month
19. Sandy spot
20. Water sport
25. Used to pave roads
27. Relax

28. Step back
 29. Very humid weather
 32. Warm weather foot wear
 33. _____ storm
 34. Thrilling
- #### DOWN
1. Short form of sister
 2. Time piece
 3. Cool wind
 4. Musical symbol
 5. Summer month
 6. Go it alone
 7. Weather word

10. Capture
13. Leisure activities
14. Follows a car
15. June 21
18. Always do your _____
21. Pools are full of this
22. Birds home
23. Suntan _____
24. Hot & _____
26. Summer month
30. Better _____ than never
31. _____ you sleeping?
32. Take a seat

Invitation from ASQ San Gabriel July 15, 2020 Virtual Meeting

DATE

Wednesday,
July 15, 2020

This is a virtual/online meeting. Meeting information and instruction for how to join the meeting will be provided 24 hours before the event.

Time:

6:00 PM – 7:30 PM PDT

Cost: Free for ASQ members

To register for this online/virtual meeting, click [here](#).

Attendance at this meeting earns 0.5 RUs toward ASQ recertification.

NOTE: Be sure to use the same email address to join the virtual meeting as you use when registering in order to receive the RUs. You must register for the event and join virtually to receive RUs.

For more information about the San Gabriel ASQ Section, click [here](#).

For more information about our local Columbia Basin ASQ section and future upcoming events: www.asq614.org/

Lean Six Sigma in Software – Creating Compelling and Engaging Process Maps that Drive Engagement and Improvement



Steve Phinney
Lean Six Sigma Master Black Belt
Consultant with Microsoft

Most organizations document their processes, whether for continuous improvement, ISO or any other initiative. The main employee complaint in many organizations is the lack of processes and tools for them to perform their jobs. At one division of Microsoft (as with many other organizations) processes are documented sporadically and at many levels of detail. Some processes are on a shared drive, but rarely used by employees and are often difficult to read and understand.

Microsoft deployed a mapping approach that engages employees to use them while reducing variation in how work is performed. After documenting and validating the processes, they created a Process Library that allows individuals to access the process for the task they need to perform, walking them step-by-step through the process, including all the supporting information and tools to complete the task.

This approach is leading Microsoft to phase two of the mapping project, creating a continuous improvement function. As with many mapping efforts, there are several opportunities for improvements, many quick hit opportunities, and others are going to follow a PDSA/Kaizen approach to improving.

Steve will share the journey they are on and where they are headed as they mature in their process management efforts.

About the speaker: Steve Phinney is a motivated and results-focused operations consultant with more than 20 years of experience serving virtually all industries including technology, finance, logistics, healthcare, non-profit, government, medical devices and others. He drives cultural change through deployment of customer-focused, Kaizen mindsets, along with the tools and skills for identifying and eliminating waste and solving problems at all levels of the organization. He is adept at teaching very basic as well as complex problem-solving skills that empower all employees and make positive changes to any culture. Steve holds a Masters in Business Management from Golden State University and a Bachelors of Science in Finance from Seattle University.

Invitation from ASQ San Francisco July 22, 2020 Virtual Meeting

DATE:

Collaborate – For Excellence in Quality

Wednesday,
July 22, 2020

This is a virtual/online meeting. Meeting information and instruction for how to join the meeting will be provided 24 hours before the event.



Time:

6:00 PM – 7:00 PM PDT

Cost: Free for ASQ members and non-members

To register for this online/virtual meeting, click [here](#).

Attendance at this meeting earns 0.2 RUs toward ASQ recertification.

NOTE: Be sure to use the same email address to join the virtual meeting as you use when registering in order to receive the RUs. You must register for the event and join virtually to receive RUs.

For more information about the San Francisco ASQ Section, click [here](#).

For more information about our local Columbia Basin ASQ section and future upcoming events: www.asq614.org/

Johanna Rusly
ASQ Certified Six Sigma Black Belt

Col-lab-o-rate.

We've heard this word many times. Come join this meeting for a lively discussion on this very essential topic about collaboration:

- Why do we want to promote and support collaborative work?
- How can we build and develop an effective collaborative work – in both remote and face-to-face environments?

The presenter will also share her observations and lessons learned from the 'teamwork collaboration' workshop she presented at the 2019 ASQ World Conference in Fort Worth, Texas.

About the speaker: Johanna Rusly is a seasoned consultant, product, project, program, and process management professional for enterprise business applications. Currently, she is working as a digital consultant – helping enterprises analyze, optimize their business process, and guide them in the digital transformation journey.

Johanna is a certified professional in project management (PMP), ASQ-Six Sigma Black Belt, Quality Auditor, Software Quality Engineer, Scrum Master I and Scrum Product Owner I. She has authored articles related to project management, analytics, and teamwork collaboration that have been published in ASQ's Quality Progress magazine and has been presented at ASQ and PMI professional global conferences.

Johanna graduated with MSc in Industrial and Management Engineering and M.B.A from Rensselaer Polytechnic Institute, and BSc in Computer Science from the University of Iowa.

OFFICIAL CALL FOR 2021 COLUMBA BASIN ASQ OFFICER NOMINATIONS BY SEPTMEBER 1

This serves as the official call for nominations for 2021 Columbia Basin ASQ Officers - Chair, Secretary and Treasurer.

Any regular section member may nominate another eligible member (or themselves) for one of these positions by submitting a nomination petition to the section secretary no later than September 1. The minimum number of required petition signatures from regular section members is 9. Specific position requirements apply.

Other section positions that also must be filled in order to continue as a viable section are Membership, Audit, and Nominations.

For more information about the election process, the nomination form/process, or about the duties of section positions, contact any current section leadership team member.

JULY MEMBER GIFTS FOCUS ON AUDITING AND E-AUDITING

Auditors face many new challenges these days, from pandemics to disruptive and ever-changing technologies. Nonetheless, they must continue to do the very important job of assessing internal processes and operations, assuring systems are compliant with industry standards, and determining compliance of supply chain partners to meet their organizational needs.

This month's free gifts for ASQ members include resources to help address these growing challenges, including:

- **Free E-Book and Book Samplers** including *The ASQ Auditing Handbook* and *Managing Risk Using Supplier Audits*
- **Multiple expert webcasts and webinars** covering the topics of e-Auditing, Auditing 101, and Internal Audit Programs
- **ASQTV videos** including On-site Audits, Auditing a Process-Based QMS, and Explaining E-Audits: A Method of Remotely Conducting Audits
- **Downloadable articles and resources** covering a range of auditing topics and methods

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

QUOTE OF THE MONTH

"The way I see it, if you want the rainbow, you gotta put up with the rain."

~Dolly Parton

2020 VIRTUAL WCQI EDUCATIONAL SESSIONS

Have you had an opportunity to check out some of the virtual offerings from ASQ this year? If not, be sure to do so.

Here are a couple of good ones from the 2020 virtual World Conference on Quality and Improvement (WCQI):

[Dare to Think: Guidelines for the Effective Quality Manager](#) (Wally D. Vandenbrande)

[Collaboration and Creativity to Solve Complex Problems](#) (Peter Merrill)

ASQ members may also purchase all of the 2020 WCQI recordings (in the format of a webinar) for only \$99. There were some excellent presentations at the conference; consider sharing with others in your organization. Click [here](#) for more information.

FROM IMMEDIATE RESPONSES TO PLANNING FOR THE REIMAGINED WORKPLACE

Report from The Conference Board

Founded in 1916, The Conference Board is a member-driven think tank that delivers trusted insights for what's ahead. Their mission is to help leaders navigate the biggest issues impacting business and better serve society. They believe in innovative approaches that make you think- and act- differently.

As a result of COVID-19, organizations across the country had to respond quickly in February and March to protect the health and safety of their workers. Many immediately required their knowledge workers to begin working remotely and laid off or furloughed other workers. Many others have had to close their businesses, at least temporarily.

To gauge how organizations are reacting to the changing business environment in the context of their workforces, The Conference Board conducted an online survey in April with more than 150 human capital executives, mostly in large companies. Here is some of what was gleaned:

- More employees are likely to work remotely after the COVID-19 pandemic
- An increase in remote working could become the most influential legacy of COVID-19
- Most employers have implemented some form of workforce cost reductions and many plan to continue to do so in the coming months
- Some organizations are optimistic about recovery from COVID-19
- Additional workforce cost reductions are more likely in organizations that employ primarily industry and manual services workers
- Prior to returning to the workplace, over 85 percent of all surveyed organizations are prioritizing workforce health and office safety

To read the full report – which is pretty interesting – click [here](#). For more about The Conference Board, click [here](#).

LOOKING FOR A LITTLE LIGHT READING THIS SUMMER?

...or perhaps something a little heavier? Check out these book recommendations from **Paul D. Casey**, who has presented at several of our section meetings.

- ✓ *Eat That Frog! 21 Great Ways to Stop Procrastinating and Get More Done in Less Time*
- ✓ *The Five Dysfunctions of a Team*
- ✓ *Crucial Conversations: Tools for Talking When Stakes are High*
- ✓ *The Coaching Manager: Developing Top Talent in Business*
- ✓ *Say Anything: How Leaders Inspire Ideas, Cultivate Candor and Forge Fearless Cultures*
- ✓ *Switch: How to Change Things When Change is Hard*

For the full list of Paul's recommendations and links to purchase the books, click [here](#).

RACISM, DIVERSITY & BRIDGING DIFFERENCES RESOURCES

from Greater Good Science Center

The Greater Good Science Center (GGSC) studies the psychology, sociology, and neuroscience of well-being and teaches skills that foster a thriving, resilient, and compassionate society.

Based at the University of California - Berkeley, one of the world's leading institutions of research and higher education, the GGSC is unique in its commitment to both science and practice: They sponsor groundbreaking scientific research into social and emotional well-being and help people apply this research to their personal and professional lives. GGSC's mission is to elevate the human potential for compassion. But that does not mean denying or dismissing the human potential for violence, particularly toward marginalized or dehumanized groups.

They recently gathered several articles and resources that explore humankind's potential to reduce bias and contribute to racial justice, and to give hope that a much better world is possible.

- [The psychological roots of racism](#)
- [How to overcome bias in yourself](#)
- [Confronting racism](#)
- [Reducing bias in criminal justice](#)
- [Building bridges](#)
- [Resources for parents](#)
- [Resources for educators](#)
- [More anti-racism resources](#)

You can also check their [website](#) for the latest coverage on racism, diversity and bridging differences.

COMMUNICATING DIVERSITY, EQUALITY & INCLUSION EFFORTS WITH EMPLOYEES

Free Webinar – July 15

Some companies have long-standing diversity, equity and inclusion (DEI) programs in place to help them recruit, develop and retain employees from various backgrounds. There's an abundance of such programs out there, including diversity councils, partnerships with diverse professional associations, training, institutional safeguards for employees reporting abuse and charitable opportunities. And yet, there are organizations that are just now beginning to implement these programs and policies now. Regardless of whether your organization has made these efforts for years or they're just now being deployed, if employees aren't well-informed about them, do they even exist?

Clear and open lines of communication are essential to the success of robust DEI programs. When employees are informed, they can make full use of the resources available to them, giving them an opportunity to better themselves and their organizations.

PR News, in conjunction with Aflac, is offering a free webinar on July 15 from 1 to 2 pm (ET). Learn more about:

- How to clearly define your values and policies and infuse those values into daily communications
- What methods (email, team meetings, company-wide conferences) are appropriate for different announcements and programs
- How to analyze your programs and policies to determine if they are resulting in a more diverse and equitable workplace

There is no fee to download this webinar. Each webinar registration comes with access to the archived recording of the program for one year as well as the materials provided by the speakers after completion of the webinar. For more information and to register, click [here](#).

Has your email address changed? Help us keep you informed of Columbia Basin ASQ 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 click on the "email preferences" tab to be sure you are subscribed to receive future Section communications.

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.

ISO 56000: HOW TO BUILD INOVATION INTO YOUR ORGANIZATION

July 28 - Complimentary Webinar with Peter Merrill

Our new world continues to be Volatile, Uncertain, Complex and Ambiguous (VUCA), and innovation continues to be an Imperative. After the success of an Innovation Webinar on ISO 56000 a few months ago by Quest Management, they will be offering the webinar again on July 28.

Quality professionals are likely familiar with author and speaker Peter Merrill and know that he has been very involved in developing the new ISO 56000 Innovation Management Series during recent years. The Guidance Standard, ISO 56002, was published last year and represents a global body of knowledge on managing innovation.

The free one-hour webinar on July 28, starting at 10 am EDT, is titled "ISO 56000: How to Build Innovation into your Organization," and will explain the ISO 56000 series and detail the guidance standard ISO 56002. It will show how the standard provides a management system framework and enables an organization to become a serial innovator.

For the webinar overview and enrollment details, click [here](#). The webinar will be followed by a series of two-hour virtual workshops commencing August 11 and providing greater details. Cost for the follow-on sessions is \$149.

ASQ QUALITY 4.0 VIRTUAL SUMMIT: DRAFTING A DIGITAL TRANSFORMATION BLUEPRINT

September 28-30

By aligning quality practices with the digital environment, Quality 4.0 connects people to machines and machines to data. Companies that successfully navigate a digital transformation see significant value chain improvements across customer satisfaction, operational efficiency, and company culture, but the number of enterprises currently embracing Quality 4.0 remains low. The reason? Drafting a successful Quality 4.0 plan can be complicated, with many quality professionals unsure or even unaware of the tools required to frame out the project. And most Quality 4.0 initiatives are typically led by IT or engineering departments rather than quality teams, preventing effective change from the ground up.

In the four years since its launch, the Quality 4.0 Summit has given quality professionals unique insight into how the new digital frontier can better inform, drive and innovate quality standards within an organization. This year, the Summit goes deeper, with education and networking to help practitioners at any stage in their career establish a proactive corporate culture and effectively integrate new technologies into quality practices. Focus areas will include:

- The Quality 4.0 Framework
- Human versus Artificial Intelligence: The Juncture of People and Technology
- The Culture Keystone
- The Lighthouse Series

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

TRI-CITY UNION GOSPEL MISSION – SUMMER NEEDS

Summer is always a busy time at the Tri-City Union Gospel Mission, but this year they are being stretched to the limit. The meals they serve during the months of June, July and August cost over \$43,000. There are also expenses for crisis-related assistance such as personal hygiene items, access to medical care, and cleaning and sanitizing products.

Our ASQ members and guests who toured the Mission's men's facility in June of 2019 had an opportunity to see firsthand how the generosity of donors helps provide much-needed services, food, clothing and other programs to those in need.

As temperatures soar and needs increase, donations are needed now more than ever. Please consider supporting the Mission's "Give Where you Live" challenge. The "Summer Six" are essential items in high demand for Mission guests at this time:

1. Bottled water
2. Powdered drink mixes
3. Protein bars/single serve snack items
4. Canned fruits and vegetables
5. Summer clothing and shoes
6. Single ride bus tickets

Donations may be delivered to 221 S. 4th Avenue in Pasco. For more information about the Mission and other needs at this time, or to make a monetary donation online, click [here](#).

COLUMBIA BASIN ASQ MEMBERSHIP

There are 86 members in Columbia Basin ASQ as of June 5, 2020.

2020 COLUMBIA BASIN ASQ LEADERSHIP TEAM January 1 - December 31, 2020	
Section Chair	Jo Haberstok
Secretary	Robert Boykin
Treasurer	Kent Ozkardesh
Audit	Stephen Pottle
Membership Chair	Sam Adams
Certification/Recertification	Patrick Faulk
Nominating Chair	Robert Kuhlman
Webmaster	Steve Prevetie
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