

CHAIR'S CORNER

Happy New Year! I hope that everyone had a very relaxing and enjoyable holiday. Our new section leadership team begins in earnest now after completing our election process last fall. We've had only minor changes from the previous year which is great for continuity. I'd like to acknowledge the efforts of each of our leadership team members, both last year and this year, for their efforts and commitment to our local ASQ section. We continue to operate solely on volunteer support, and it is absolutely critical that our members remain engaged. There is no better way than to help manage and lead Section 0614!

I encourage each of our members to consider stepping up to contribute to our ASQ section in the coming year! While we have extremely skilled and committed leadership volunteers, the future success of the section relies upon our ability to broaden our leadership pool and integrate newer members. There are also ways to contribute and become involved without committing to an official leadership role. To this end, we may begin piloting new engagement models this year to assist in the recruitment, retainment and involvement cycle of membership. Please reach out if you are interested in opportunities to pitch in. It is truly rewarding and a great way to expand one's professional network.

Wishing everyone the best in the new year!

Best Regards,

Trent



AN EXAMPLE OF LEADERSHIP

by Robert Boykin

There was never a doubt about the extent of the coach's basketball knowledge. His reputation for turning around ineffective basketball programs was well-known.

In the summer of 1976 Coach Moses was named head basketball coach of a fledgling high school basketball program. The program was in trouble. It had come in last place the previous four years and owned the worst graduation rate for the student-athletes. Last in games won, first in games lost, and landlords of the lowest grade point averages ever recorded by the school. Yet two years later, the school's basketball program was ranked number one in the district, and 60% of the players had a grade point average of 3.0 or higher. What happened?

Coach's strategy focused first on what he believed was the most critical element...the importance of each individual player, then on how each of them played a role in the success of the team. Coach convinced his players that a team could not be successful without individual sacrifice. Each player had to believe that he had the talent to be the best at his position, no matter how small he was or how tall. This acceptance also instilled a confidence in the players to believe that success in the classroom was no different than success on the basketball court. You work hard and success would follow, and those around you would hustle to keep up. Dedication, discipline, and individual sacrifice were the keys.

Coach was a hard teacher who convinced his players to never accept defeat under any circumstance. If you had a bad game today you could have a good game tomorrow if you sacrificed and worked hard – and in so doing the team could move closer to success.

Coach preached on and on about the value of the individual, and the importance of the individual to the team. The key was to empower the player. Let the player make the decision to be better and take action to be a part of the higher power which was the team. He motivated twelve players who were energized and ready to give it their all because they were focused on one very important goal...making the team better through individual sacrifice and achievement.

Sounds too good to be true, doesn't it? But it is. Coach convinced us that the strength of the team is the player, and the strength of the player is the team.

"A leader's job is to look into the future and see the organization, not as it is, but as it should be." -- Jack Welch

Be well and be safe.

~Robert

Invitation from ASQ London (Canada) Section January 13, 2022 Virtual Meeting

DATE:

**Thursday,
January 13, 2022**

ISO For Beginners – A Look at Risk from Four Perspectives

This is a virtual/online meeting.
Login information will be provided
on the registration confirmation
email.

Time:

4:00pm – 5:15 PM PST
(online at 3:30 pm for networking
and system test)

The presentation is scheduled for
4:10 to 5:15 pm PST, but be sure to
check the website/meeting
coordinator to confirm times)

Cost:

**Free for ASQ members and
non-members**

To register for this online/Zoom
meeting, RSVP to
jiangjian1989@hotmail.com

Zoom link is
<https://us02web.zoom.us/j/3806342463?pwd=Mk9kM09UVlMxZDZDNQbMfF0S3JTT2M3QT09>

**Attendance at this meeting earns
0.5 RUs toward ASQ
recertification.**

NOTE: Be sure to use the same
email address to join the 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
London (Ontario, Canada) ASQ
Section 0403, click [here](#).

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



Jim Moran, M.A.Ed., President of Simplify ISO Inc., and The Learning Alliance Inc.

A management system is the framework that enables companies to account for the unexpected and create a structured approach to managing risk. Otherwise, we're flying blind and dangerously vulnerable to unwanted surprises.

ISO 31000 (Risk Management – Guidelines) is the generic model for developing a Risk Management Process. It can be used to develop a structured risk management approach for ISO 9001:2015 (Quality), ISO 14001:2015 (Environmental), ISO 45001:2018 (Health and Safety).

ISO 27001:2013 introduced requirements for identifying and managing risks related to Information Security, and it even has its own model for managing risk - ISO 27005:2018, 'Information technology – Security techniques – Information security risk management.'

All of the High-Level Structure Standards have a requirement to identify and manage risks in Clause 6.1. This webinar will take a look at four of them.

Sign up for this event if you'd like to:

- Learn the difference between 'risk management' and 'managing risk'
- Discover the benefits of a structured approach to risk management
- Understand how ISO 9001, 14001, 45001 and 27001 compare in their Risk Management requirements
- Network with other quality professionals prior to the meeting

About the speaker: Jim Moran, President of Simplify ISO Inc., and The Learning Alliance Inc., has been teaching business professionals since 1977. He has implemented ISO Standards since 1992 with Fortune 500 companies, small to medium sized businesses, and the Federal Governments of Canada and Africa.

Jim has designed and delivered Lead Auditor courses for QMI (now SAI Global), SGS and BSI and the Assessor Training Program for Medical Lab assessors for IQMH - the Institute for Quality Management in Healthcare. Jim also served on PC 280 to create ISO 20700:2017 Guidelines for management consultancy services, a standard published for use as a guideline for people or organizations for the assessment of management consulting services.

Invitation from ASQ Vancouver (BC) Section January 24, 2022 Virtual Meeting

DATE:

**Monday,
January 24, 2022**

This is a virtual/online meeting.
Log-in information will be provided
on the registration confirmation
email.

Time:

6:00 pm – 7:30 PST
(check website to confirm time)

**Cost: Free for ASQ members
and non-members**

To register for this online/Zoom
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
Vancouver (Canada) ASQ Section
408, click [here](#).

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www.asq614.org/

How Does Cpk and MSA Really Work Together?



Jd Marahevko, CMQ/OE, CQE, CSSBB and MBB VP of Quality, ZF Division U. Electronics & ADAS

What do you know about process capability? Cp and Cpk are considered short-term potential capability measures for a process. Cp is the capability index. Cpk is the centering capability index. MSA is defined as an experimental and mathematical method of determining the amount of variation that exists within a measurement process. MSA is used to certify the measurement system for use by evaluating the system's accuracy, precision and stability.

This presentation is intended to be fun and educational. The presenter says "We will have fun reviewing the basics of Cpk/Cp, Ppk (the performance centering index) and Pp (the performance index). It sounds like alphabet soup; but it is really a nourishing meal!"

Bring your calculators and a scratch sheet of paper. You will be asked to exercise your brain.

After reviewing the basics again, it will all be tied in to variables Measurement System Analysis (MSA) and how and why that "10%" Gage Repeatability and Reproducibility (GRR) guidance needs to be understood for organizations and team members to make effective decisions.

About the speaker: Jd Marahevko is a ZF VP of Quality in their Electronics & ADAS Division U. This role came on the heels of the Borg Warner (BW) purchase of Delphi Technologies where she was the global VP of Quality and Warranty. Jd was also a VP of Operations Americas for SAF-Holland and the SVP of Quality, Lean and EHS for Accuride. Four Accuride sites won the AME Excellence Award, and one site won the industry Week best manufacturing plant of the year.

In 2020, Jd was inducted into the inaugural USA Women in Manufacturing hall of fame. She is an ASQ fellow, Shainin medalist, CMQ/OE, CQE, CSSBB and MBB. She is also an ASQ certified trainer, STEP ahead awardee and, in 2018, was recognized by Crain's as a notable woman in manufacturing. She holds a BSE and MSA. Jd is a past chair of the ASQ QMD and currently supports the QMD in a variety of capacities. She has co-authored several books and articles on Lean and Quality System, most notably, Accuride Corporation's Lean management 50-50-20 as well as a small vignette depicting their family's journey with autism, a sample size of one.

JANUARY 2022 FREE MEMBER GIFTS FOCUS ON NEW KNOWLEDGE AND SKILLS FOR CAREER SUCCESS

Happy New Year from ASQ! This month's free gift for members includes a great selection of resources to help you develop the skills you will need in 2022 to become more marketable and competitive now and in the future. You can also earn recertification units for viewing many of them.

These include the latest Salary Survey report, which reveals important insights into what makes for a more purposeful and profitable quality career. Also included is a new suite of expert videos, articles, benchmarking reports, and ASQ services on learning the skills and knowledge that will prepare you for the many changes coming to manufacturing, quality improvement, and quality management in various industries.

Here are just a few of this month's gift items:

New Webcasts and Webinars

- Failures are Stepping Stones to Success! (62 min., 0.1 RUs)
- Management 2.0 for Practitioners and Managers (71 min., 0.1 RUs)
- How to Use Chaos to Grow Your Future Career (61 min., 0.1 RUs)
- Leader Credibility - Why Do Some Get Their Ideas Adopted While Others Not So Much? (45 min.)
- The Irony of Innovation - Success Requires Failure (63 min., 0.1 RUs)
- Get BIG Things Done: The Power of Connectional Intelligence (62 min., 0.1 RUs)

ASQ TV Episodes - Skills Needed to Thrive in 2022

- The Quality Professional's Changing Workplace
- Ready Yourself for Digital Transformation Initiatives
- Certification Prep

But wait! There's more! Click [here](#) to access these free resources by January 31, and start 2022 with a much brighter outlook, position, and income.

LEADING SELF BY LEADING YOUR YEAR

ASQ HD&L Panel Discussion January 13 at 12:00pm PST

Leadership starts with self. If we are able to lead ourselves, this will help us to become the example others want to follow.

As we begin 2022 after some very challenging and unpredictable times, this panel discussion from ASQ's Human Development & Leadership Division will reflect on how to start the year to come.

Do New Year's resolutions even make sense anymore considering the highly unpredictable times we live in?

There is no charge. Click [here](#) to register.

UPCOMING ASQ CERTIFICATION EXAMS

ASQ Certifications are recognized as a mark of quality excellence in many industries. They are designed to help you advance your career, improve your organization, and prepare you to be a more accomplished and effective quality-focused professional. Advantages of obtaining an ASQ Certification include increased income potential, a competitive advantage, and global recognition.

Applications are now being accepted for ASQ Certification exams scheduled for March 1-31, 2022. This gives you some time to study and prepare. The application deadline is February 5 for the following certifications:

- CQT (Quality Technician)
- CQI (Quality Inspector)
- CRE (Reliability Engineer)
- CFSQA (Food Safety and Quality Auditor)
- CMDA (Medical Device Auditor)
- CMQ/OE (Manager of Quality/Organizational Excellence)
- CSSBB (Six Sigma Black Belt)
- CSSYB (Six Sigma Yellow Belt)
- CSQP (Supplier Quality Professional)

There are several ways to apply to take a certification exam. You can apply online or you can download an exam application for mailing or faxing. You will need your resumé and credit card to complete the application. Or you can request a free certification brochure and application by contacting ASQ Customer Care at 800-248-1946 or help@asq.org. For more details about ASQ certifications (there are 18 different certifications offered), click [here](#).

RESOLUTION SUGGESTIONS

from the *Intelligence for Your Life* website

We all know that there are certain resolutions we should never make because they're practically impossible to keep, right?

But here are a few that might be worth considering in 2022:

Spend some time outside. It can help clear your mind, and you may get some extra exercise to boot.

Leave the screens behind once in a while. Too much screen time boosts obesity risk and makes it harder to sleep, focus, and relax.

Try adding something to your diet instead of taking things away. Like more vegetables, more water, and more fish.

Cut down on multitasking. When we do things one at a time, it helps us to be more mindful and 'in the moment.'

For more articles from the *Intelligence for Your Life* website (they focus on health, money, and even workplace issues), click [here](#).

THE POWER OF GAMES TO UNLEASH COLLABORATION AND CREATIVITY IN EDUCATION

ASQ Education Division Webinar
January 19 at 4:00 pm PST

The COVID-19 pandemic has changed how we engage with students and teams. There are now a lot of students who learn in a hybrid or virtual environment. Games are a unique tool that can be used to bring together students and teams, teach new skills, and help us adapt to the modern workplace. This is especially important for Millennials and Generation Z who have spent their entire lives playing games and want to see them in the classroom or workplace.

This ASQ Education Division presentation features speaker Zac Jarrard, who will provide an overview of the history of games, explore team building games for students and teams, and share best practices for using games in education. Sign up to:

- Understand more about the power of games in education and work
- Learn about team building games that work in hybrid and remote environments
- Review a list of best practices for using games in education

There is no charge to participate. For more information and to register, click [here](#).

MEASURING PROCESS AND ORGANIZATION PERFORMANCE, AI AND MACHINE LEARNING

ASQ Quality Management Division Webinar
February 9 at 3:00 pm PST

Does your organization struggle to gain good metrics? Are you looking at AI or machine learning (ML) to help?

This free webinar from ASQ's Quality Management Division will help participants understand how metrics:

- ✓ Depend on your organization's strategy
- ✓ Grow from the processes
- ✓ Change as they move down through the organization
- ✓ Require documentation and security controls

This webinar is for you if you are:

- Involved in collecting data
- Active in data processing or creating metrics
- Responsible for meeting metrics
- Confused by failures of AI or machine learning

In this informative 45-minute webinar, you will learn the fundamentals needed for successful implementation of both measurement systems and for AI/ ML and the general structure of advancements coming in Quality 4.0.

Advanced registration is required. Click [here](#) for more information.

ASQ LEAN AND SIX SIGMA CONFERENCE

February 27 – March 1 in Phoenix

At their core, Lean and Six Sigma methodologies eliminate waste, optimize processes, streamline business, and improve product and service quality. Thanks to digital disruption, healthcare transformation and a growing emphasis on soft skill development, there is an opportunity to apply Lean and Six Sigma practices to a new and ever-changing landscape, and in the process discover significant gains in productivity and quality.

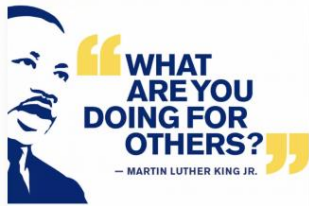
At the 2022 Lean and Six Sigma Conference quality professionals will explore how to link Lean and Six Sigma fundamentals to the latest tech innovations and ensure excellence through quality on an enterprise-wide basis in an array of industries. In addition, the technical program includes a selection of sessions from an expert perspective for a sophisticated understanding of current trends, emerging best practices, and advanced applications.

Registration includes:

- 30 concurrent sessions
- 2 workshops on February 27
- 2 keynotes
- 1 general session/panel discussion
- 2 networking receptions
- 2 breakfasts, 2 lunches, daily snack breaks
- Post-event access to conference presentations
- 2.5 RUs

Cost is \$955 for ASQ members who register by January 31. For more information, click [here](#)





MARTIN LUTHER KING JR. DAY OF SERVICE

January 17

The Martin Luther King, Jr. holiday is an official day of service and celebrates the civil rights leader's life and legacy.

Observed each year on the third Monday in January as "a day on, not a day off," MLK Day is the only federal holiday designated as a National Day of Service to encourage all Americans to volunteer to improve their communities.

Service breaks down barriers by bringing people from different experiences together - volunteering can unite Americans of all ages and backgrounds while building stronger communities. Dr. King's legacy shows us that when we work together and support each other, we can make a better world for future generations.

Look for opportunities where you can give, not receive. Donate food or clothing – or some of your time – at a local non-profit organization. There are many service organizations in our area that are always in need of volunteers, not just on one day, but throughout the year.

10 VALUABLE LIFE LESSONS FROM MARTIN LUTHER KING JR.

excerpted from an article by Bola Olayanju

Dr. Martin Luther King Jr. had a dream, and was driven by it. Today, several decades after his passing, his legacy inspires the world to dream.

Some powerful life lessons from him:

1. Dare to Dream
2. Love People
3. Persevere
4. Invest in Yourself
5. Serve People
6. Forgive
7. Stand Up for Justice
8. Have Faith
9. Step Out of Your Comfort Zone
10. All Things are Possible

Read the full article, including some great quotes, [here](#).

QUOTE OF THE MONTH

"The kindest thing you can do for someone else is to listen without forming an opinion."

~ Lori Deschene

FIGHT STRESS WITH HEALTHY HABITS

from the American Heart Association

Stress happens, especially these days. (One in two adults in the U.S. say that COVID-19 has negatively impacted their mental health.)

While you sometimes may feel too busy to de-stress, you can decide to take back your "me time," one moment at a time. Reduce stress for a healthier version of you.

Slow down. Plan ahead and allow enough time to get the most important things done without having to rush.

Snooze more. Try to get seven to nine hours of sleep each night. To fight insomnia, add mindfulness and activity.

Let worry go. The world won't end if a few things fall off of your plate. Give yourself a break and just breathe.

Laugh it up. Laughter makes us feel good. Don't be afraid to laugh out loud, even when you're alone.

Get connected. A daily dose of friendship is great medicine. Make time to call friends or family so you can catch up.

Get organized. Use "to do" lists to help you focus on your most important tasks and take big projects one step at a time.

Practice giving back. Volunteer your time or spend time helping out a friend. Helping others helps you.

Be active every day. Exercise can relieve mental and physical tension. Find something you think is fun and stick with it.

Give up the bad habits. Too much alcohol, tobacco or caffeine can increase blood pressure. Cut back or quit to decrease anxiety.

Lean into things you can change. Make time to learn a new skill, work toward a goal, or to love and/or help others.

Click [here](#) to learn more.



"Success is peace of mind, which is a direct result of self-satisfaction in knowing you did your best to become the best that you are capable of becoming."

~John Robert Wooden

USEFUL TIPS WHEN DRIVING IN SNOW

(excerpted from KVEW website)

With eastern Washington and nearby areas seeing snow on the ground recently (and in future forecasts), here are a few tips from Washington State Troopers to help everyone drive safely.

#1 – Slow down. If the speed limit is 70 miles an hour out on the highway and there is snow on the ground, you may not be able to drive the speed limit and be safe. You may have to slow down to 40 or 50 miles an hour in order to maintain control and avoid an accident.

#2 - Increase your following distance. Besides reducing your speed, in inclement weather you should also increase the distance between your vehicle and the one in front of you. If you need to stop quickly (or if the other vehicle does), you will have some extra distance.

#3 - Check your vehicle before driving in the snow. A sports car with rear-wheel drive or summer tires is not going to do as well as vehicles with front-wheel or all-wheel drive with good traction tires on them.

#4 - (which should go without saying) Put your phone away. When driving (in all conditions, but especially in winter conditions), it is important to keep your attention focused on the road – and not have other distractions.

Be safe out there!

JANUARY 2022 HAPPINESS CALENDAR

Did you make any personal resolutions for 2022?

If not, here are some to consider:

- Be more supportive of friends and family
- Improve communication skills
- Get more exercise
- Embrace mindfulness - be more in the moment
- Be more forgiving of others – and yourself
- Find ways to serve others

Although part of the month is already over, this [calendar](#) from Greater Good Science Center may provide some helpful ideas and reminders about motivation and purpose.

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.

COLUMBIA BASIN ASQ

2022 COLUMBIA BASIN ASQ LEADERSHIP TEAM January 1 - December 31, 2022	
Section Chair	Trent Hartman
Secretary	Denise Clements
Treasurer	Denise Fast
Membership Chair	Robin Dowsett
Audit Chair	Steve Prevette
Nominating Chair	Emily Wilson
Webmaster	Steve Prevette
Newsletter Editor	Robert Boykin
Publicity Chair	Jo Haberstock
Programs Chair	Vacant
Voice of the Customer Chair	Vacant
Education Chair	Vacant
Social Media 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 5th of the month.

