

## CHAIR'S CORNER - Spring is in the Air

by Denise Fast

Hello May! Spring is finally here and this means for many of us we will be doing work outside on our homes. I want to remind everyone to use your appropriate Personal Protective Equipment (PPE) and to engage in situational awareness to reduce injuries. It can take one simple mistake and cause you weeks of pain.

I was recently looking back on an article in regards to Measurable Organizational Value (MOV) by Charles Brian, P. (2019), Measurable Organizational Value (MOV): <https://assignmenthelp4me.com/article-measurable-organizational-value-mov-639.html>.

MOV (Measurable Organizational Value) is mainly used to characterize that value to be delivered to the customers throughout the project.

The MOV must be clear, identify the desired value to your organization, be measurable, develop the correct measurements, set reasonable and established MOV expectations for the stakeholders of the project, identify the desired areas of impact, agreement on the undertaking, and establish a verification process for the outcome/results of the process.

The 5<sup>th</sup> Edition of Jack Marchewka's *Information Technology Project Management* provides a six-step process to develop an MOV: Step 1. Identify the desired area of impact. One way would be to adapt criteria from the balanced scorecard (BSC) as well as issues around risk and return; Step 2. Identify desired value of the project; Step 3: Develop an appropriate metric. Develop metric(s) that provides the team with directives, sets expectations, and provides a means for evaluating the project is a success later on; Step 4: Set a time frame for achieving the MOV. Keep in mind that the scheduled completion is not the same thing as agreed upon timeframe for achieving the MOV; Step 5: Verify and get agreement from the stakeholders. This is a litmus test to ensure that the MOV is accurate and realistic; and Step 6: Summarize the MOV in a clear, concise, statement or table. This will help to get final agreement and verification, provide directive to the team, and set explicit expectations.

Best Regards,

Denise

## What Goes Around Comes Around

(extracted from an online reading room)



An elderly carpenter was ready to retire, and he told his boss of his plans to leave the house building business and live a more leisurely life with his wife, enjoying his extended family. He would miss the paycheck, but he needed to retire. They could get by.

The contractor was sorry to see such a good worker go, and he asked the carpenter to build just one more house as a personal favor.

The carpenter said yes, but in time it was easy to see that his heart was not in his work. He resorted to shoddy workmanship and used inferior materials. It was an unfortunate way to end his career.

When the carpenter finished his work and the contractor came to inspect the house, the contractor handed the front-door key to the carpenter. "This is your house," he said. "It is my gift to you."

The carpenter was shocked! But what a shame! If he had only known he was building his own house he would have done it all so differently. Now he had to live in the home he had built none too well.

So it is with us. We build our lives in a distracted way, reacting rather than acting, willing to put up with less than the best. At important points we may not give the job our best effort. Then with a shock we look at the situation we have created and find that we are now living in the house we have built. If we could do it over, we would likely do it much differently. But we cannot go back...

You are the carpenter of your life. Each day you hammer a nail, place a board, or erect a wall. Build wisely. Your attitude and the choices you make today build your "house" for tomorrow...

Be well and be safe.

~Robert

*"All labor that uplifts humanity has dignity and importance and should be undertaken with painstaking excellence."*

~ Martin Luther King, Jr.

# Invitation from ASQ Delaware Section May 19, 2022 Virtual Meeting

**DATE:**

Thursday,  
May 19, 2022

## Delivery Skills: Animating Your Face and Body in Presentations

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

**Time:**

3:00 pm – 4:30 pm PDT  
(check website to confirm times)

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

To register for this WebEx  
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  
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  
Delaware ASQ Section 0506,  
click [here](#).

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



**Conne Reece, Ph.D**

Communication scholars agree that over 90% of the message we receive when someone else is talking is absorbed through our read of their nonverbal communication.

Also called manual language, non-verbal communication is the process of sending and receiving messages without using words, either spoken or written. Similar to the way that italicizing emphasizes written language, nonverbal behavior may emphasize parts of a verbal message.

Effective use of voice, pauses, articulation, gestures, body movement and facial expressions produces positive results in presentations, interviews, Zoom meetings and interpersonal communication.

Join the Delaware ASQ section for this seminar, which will highlight the key elements needed for energetic, effective delivery.

You will learn how to manage your face and body movement to be more persuasive, interesting and energetic.

*About the speaker: Conne Reece, Ph.D. is an author, speaker and professor of communications at Lock Haven University of Pennsylvania. She has taught thousands of students to give organized, interesting business presentations in an animated, natural style.*

*Conne's primary area of expertise is job search strategies including resume and cover letter writing, e-portfolio development and interview techniques. She is an LHU Peers' Choice Excellence in Pedagogy Award winner and a certified resume writer.*

*Conne has authored dozens of works including Managing Multigenerations for Profit and Harmony, and Teaching Critical Evaluation Skills to Gen Y. She has appeared on the TV show Infinite Opportunities discussing the importance of e-portfolios. She recently published Ready, Aim, Hired: Job Search Tactics that Really Work with job search strategist Fred Coon.*

# Invitation from ASQ Philadelphia Section May 25, 2022 Virtual Meeting

**DATE:**

Wednesday,  
May 25, 2022

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

**Time:**

3:30 pm – 5:00 pm PDT  
(check website to confirm time)

**Cost: Free for ASQ members and non-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 Philadelphia ASQ Section 0505, click [here](#).

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

## Establishing a Culture That Works Together



### Manny Veloso and Dr. Betsy Macht

Does your organization have a mature quality culture? Is product compliance viewed as the responsibility of the quality team or ingrained in the culture of the organization?

Is compliance even enough? How do we engage people to participate in a culture of excellence?

Join the ASQ Philadelphia team for a presentation by Dr. Betsy Macht and Manny Veloso where they will discuss the value of a robust quality and compliance culture, what key factors are required for success, and the tools available to help organizations on this journey.

In this presentation, you will learn:

- The value of a robust quality culture
- Key factors for success
- Tools to help organizations on this journey
- Creating a culture of compliance

*About the speakers: Manny Veloso's hands-on approach has provided practical, real-world solutions for countless companies. He is an experienced change manager and has trained over 700 people in CI certification programs to date. Manny holds a Master's Degree in Business Administration from Rider University and a BS in Industrial Engineering from Penn State. He has a Master Black Belt certification. Manny has been a guest lecturer at Holy Family University and Temple University and has spoken at many industry conferences.*

*Dr. Betsy Macht is an accomplished industry leader, with over 25 years of cross-functional supply chain experience working to transform global manufacturing and quality to optimize processes and ensure compliance while transforming the organization to meet the needs of a digital future. She holds a BS in Civil/Environmental Engineering from Pennsylvania State University, an MBA, and a Doctorate in Business Administration (Global Supply Chain Management) from Walden University. She also holds the following certifications: Certified Six Sigma Green Belt, Certified Quality Auditor (ASQ), certified in Sustainable Operations/Regulatory Affairs (Accenture Academy), Certified Quality Engineer (J&J), and Certified Capabilities Risk Reduction Leader (J&J).*

## FREE MEMBER GIFTS – QUALITY IN HEALTHCARE AND LIFE SCINECES

Member Gifts are an exclusive benefit for all ASQ members. Each monthly gift bundle addresses a specific quality hot topic, method, or tool and can include dozens of valuable resources from ASQ's vast and ever-growing knowledge repository.

Included this month are some of the newest and best resources to help healthcare, lab, and clinical professionals support and improve their systems, in an effort to meet the challenges they continue to face:

- **Free E-book Samplers** including *Lean Healthcare*, *Lean Six Sigma for the Healthcare Practice* and *Make Your Clinics Flow with Synchrony*
- **Webinars/Presentations** on a range of topics including *Zero Harm - Trillion Dollar Prescription*, *10 Quality Management System Elements*, *Conducting Effective Lab Investigations*, *Lean Doctors*, and *Patient Safety – Eliminating Harm Systemwide*
- **ASQTV Videos** including *Quality in the Age of Intelligent Healthcare*, *Checklists for Designing in Quality*, and *Customer Experience and Employee Engagement through Lean Six Sigma*
- **Articles and Case Studies** related to using six sigma in healthcare, understanding and eliminating waste, and current issues and challenges in the healthcare industry

To access this month's gifts, click [here](#) by May 31.

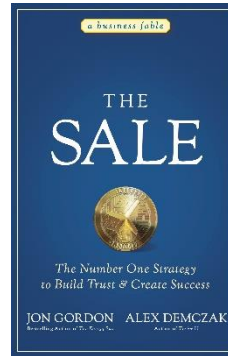
## UPCOMING ASQ CERTIFICATION EXAMS

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 July 1- 31. This gives you some time to study and prepare. The application deadline is June 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)

For more details about ASQ certifications (there are 18 different certifications offered), click [here](#).



## THE SALE - NEW BOOK BY JON GORDON

In *The Sale*, bestselling author Jon Gordon and rising star Alex Demczak deliver an invaluable lesson about what matters most in life and work and how to achieve it. The book teaches four lessons about integrity in order to create lasting success.

The authors tell the story of Matt Williams, a sales representative for Turnbow Technologies, an aviation technology company founded by his grandfather. Matt encounters many obstacles, both personally and professionally, and ultimately finds himself in a struggling marriage, an unfulfilling job, in a desperate search for answers, and at the crossroads of a major decision that will determine his future. Matt meets an unlikely mentor who may just have the answers Matt seeks, as he faces the biggest decision and test of his life.

*The Sale* follows Matt as he learns:

- Why his pursuit of financial success at the expense of his family and the people he loves is counterproductive
- The power of integrity, trust and consistency
- Powerful ways to create fulfilment and real success that endures

Perfect for managers, sales professionals, and teams that are seeking durable, reliable, and powerful strategies for success at work, *The Sale* also belongs on the bookshelves of anyone looking for insightful ways to achieve their goals and realize their greatest potential.

The 176-page hard copy book is available from [Amazon](#) for \$21.60. Those who purchase the book can also receive a [free](#) 20+ page Action Plan (guide) from Jon Gordon to help turn ideas into results.

## QUOTE OF THE MONTH

"You must constantly ask yourself these questions: Who am I around? What are they doing to me? What have they got me reading? What have they got me saying? Where do they have me going? What do they have me thinking? And most important, what do they have me becoming? Then ask yourself the big question: Is that okay?"

~ Jim Rohn

## A NEW WAY TO DO TEAM BUILDING

### Free On-Demand Webinar from HRDU-Q

We've all seen it before - team members who are uninvolved. Conflict. The inability to achieve consensus. A lack of commitment. If developing cohesive teams seems to you like an unattainable goal, this webinar is for you. The dynamics of teamwork will be explored, and you will be provided with a fun and easy-to-implement training solution that will engage your audience, get team members excited, and better enable them to achieve synergistic results.

Training expert Gary Turner will showcase the importance of group-process skills in team building with the webinar, which is based on *Jungle Escape*, a high-energy team building game that's been a bestseller and perennial favorite among trainers. The scenario challenges teams to work together. Along the way, they explore and practice critical group-process skills such as team planning, problem-solving, decision making, and conflict resolution.

Attendees will learn:

- How to identify a group as one of three types of teams
- Nine key indicators of team effectiveness
- How to help teams find the balance between planning and implementation
- The characteristics of a cohesive team - and how you can help your teams achieve this ideal
- Action planning steps teams can implement immediately

To view this webinar or for more information, 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.



## CREATIVITY CHALLENGE: BECOMING YOUR CREATIVE YOU

### May 10 Portland ASQ Section Meeting at 6:00 pm PDT

You probably want to change something. You may be asking yourself: "Am I creative?" and "How do I know?" Whether you know it or not, you are capable of the most wonderful, original, and useful ideas. Creativity is very personal and can take on many forms.

In this webinar, Edwin Garro and Ruth Stanley will share their thoughts about creativity and challenge you to explore your own creativity.

Learning Objectives:

- Refine your definition of creativity
- Explore different facets of creativity
- Open up your thinking
- Challenge your routines
- Become a walker on the path toward creativity

About the presenters: *Edwin Garro* is Chairman of PXS Global in Costa Rica and Region Director for Latin America and the Caribbean. As a lean six sigma specialist, he has worked with many companies in their continuous improvement and problem-solving efforts. *Ruth Stanley* is founder of Boann Consulting and former ASQ Regional Director for Canada Greenland. A long-time public servant from Ottawa Canada, she has always walked to the beat of her own drum. Coming from a creative family, she has looked for new ways of doing things and different ways of knowing.

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

## ONLINE, INTERACTIVE OPEN FORUM QUALITY EVENT

### May 11 - Hosted by Palomar ASQ

The Palomar ASQ section is inviting other Quality Professionals to join them for an open forum event (via Zoom) on May 11 from 6:30 pm to 8:00 pm PDT.

The meeting will provide an opportunity for ASQ members to share their current Quality concerns and issues with others. You can:

- Ask about a Quality issue/topic
- Discuss a Quality topic with other Quality professionals
- Share your expertise on a Quality issue (come on, all you seasoned Quality professionals! Here's an opportunity to share what you know!)

Questions? Suggestions? Contact [Valerie](#) to sign up for this meeting.

## QUALITY CAFÉ - ORGANIZATIONAL EXCELLENCE

May 12 ASQ UAE Virtual Meeting at 8:00 am PDT

The May meeting of ASQ United Arab Emirates features Nancy Nouaimeh, Founder of XcelliUm management consultancy, the first affiliate of the Shingo Institute in the Middle East and Africa. She is also ASQ Regional Director for geographic communities in Europe, the Middle East and Africa.

Nancy will discuss the aspects and influences Quality plays in achieving and sustaining excellence throughout organizations, no matter what their size.

Click [here](#) to register for the meeting.

## STATISTICAL PROCESS CONTROL OVERVIEW AND CQE

May 19 Spokane ASQ Section Virtual Meeting at 6:00 pm PDT

This meeting features a webinar with Joseph D. Conklin and Michael J. Mazu, which was presented for the ASQ Statistics Division.

The presentation covers basic principles of Statistical Process Control (SPC) commonly covered on the ASQ Certified Quality Engineer (CQE) exam. It begins with a general definition of SPC as a prevention-oriented approach to managing processes. Included are the benefits of SPC, the difference between inherent and assignable variation, the role of variables and attribute control charts in implementing SPC, and some general steps for designing and constructing control charts. The speakers also explain the difference between control limits and specification limits and close with a brief overview of pre-control and short run control charts.

For more information and to obtain the Zoom details, check the Spokane section [website](#), or send an [email](#).

## MAY 21 - HEART OF HEALING BENEFIT EVENT

### Chaplaincy Healthcare Fundraiser

Cork's Place is just one of the many supportive connections offered by Chaplaincy Health Care. They provide hope, healing and connection for local children and teens. This includes peer-support grief groups which are offered free of charge, thanks to the generosity of community members and fundraising efforts.

Heart of Healing is a unique community fundraiser featuring original artwork by Cork's Place youth. It highlights the benefits of using art to express deep emotions and feelings that may be hard to vocalize.

This year's event is May 21 from 5:30 pm to 9:00 pm at the Pasco Red Lion. There will be a social hour, dinner and auction. Tickets may be purchased [here](#).

## 2022 COMMUNITY OF HUMAN AND ORGANIZATIONAL LEARNING 28TH ANNUAL CONFERENCE

June 14-16 in Colorado Springs

The Community of Human and Organizational Learning (formerly the HPRCT Association) will be holding their 28th Annual Learning Conference in June. This year's event will be hybrid, with a virtual attendance option as well as the live conference.

The current storm battering our global working environment is testing everyone's organizational culture. Is your culture an anchor during this storm, grounded in shared purpose, values and desired outcomes? Or did the winds of uncertainty drive your organization away from learning and toward the rocks? Have the right tools, models and measures been implemented to navigate and innovate for the next potential squall, leveraging organizational learning and models to anticipate and mitigate risks?

This year's conference will ask attendees questions, provide the latest research and teach practical tools to strengthen systems, renewing focus on positive organizational cultures.

Workshops will be offered on June 13, with the Conference starting on June 14 and running through June 16. For more information, click [here](#).

| <b>2022 COLUMBIA BASIN ASQ<br/>LEADERSHIP TEAM<br/>January 1 - December 31, 2022</b> |                 |
|--|-----------------|
| <b>Section Chair</b>   | Denise Fast     |
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| <b>Treasurer</b>   | Emily Wilson    |
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| <b>Programs Chair</b>  | Vacant          |
| <b>Voice of the Customer Chair</b>   | Vacant          |
| <b>Education Chair</b>   | Vacant          |
| <b>Social Media Chair</b>  | 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 4th of the month.