

CHAIR'S CORNER – HAPPY NEW YEAR!

by Denise Clements

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. 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. I encourage each of our members to consider stepping up to contribute to our ASQ section in the coming year! We have skilled and committed leadership volunteers, but 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. 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.

As the new Columbia Basin ASQ Chair, I hope to support you with some learning and collaboration opportunities throughout this year. We will have monthly meetings (some remote and some in-person with the remote option available).

As we start this New Year, let's all choose to use our quality conscience (do the right thing) at work and in our daily lives. This aligns with our first monthly meeting on January 25th (see page 2), which I will be presenting. We will discuss "Who Owns Quality," and how using your quality conscience plays a big part in answering this question. I invite you to join me for the presentation, examples, and discussion on who owns quality and some examples of how to help others who may not think they own quality, understand that they do.

If you'd like to know a little more about me and my background, check my bio on the meeting flyer. I started my career as an engineer, then moved into other related fields. I've been with AECOM for 23 years now, currently serving as Vice President Quality Director of the Americas Region (U.S., Canada, and Latin America). My passion is delivering a quality program to our internal clients in a manner that is effective and efficient so they can deliver excellence to our external clients. We (or I) implement a Servant Leadership philosophy so that the quality team is not seen as "cops," but instead as a resource to our Project Managers and project teams.

And, for a teaser, next month's newsletter topic will discuss more about the Servant Leadership philosophy and how it helps quality teams implement a quality program.

I look forward to a great new year and hope you all will join us!

Denise

As a New Year Begins ...

Some thoughts from Paul D. Casey

I usually review my year at the end of December. I celebrate my victories, learn from my struggles, and then pick a theme for the coming year. This theme drives my goals and objectives. If you'd like to do something similar to begin the new year, consider the following.

Four questions to ask as you begin this new year:

- What will your theme/focus be for 2023? Can it be described with one word?
- What are your biggest 3 goals for 2023, and what's the first step toward each?
- Who do you need to surround yourself with, to increase in wisdom?
- How patient are you, and what are potential payoffs for patience?

Four Ways to Get Motivated for 2023:

- Continue to learn – take a class, read a book outside your field, ask questions of people achieving what you want to achieve
- Be a mentor – Help others, and see them succeed
- Be hopeful – Feed a positive outlook
- Avoid negative or complaining people – Surround yourself with people who have a positive effect on your motivation

Four ways to pay it forward at this time of year:

- Give the gift of food – the holidays are known for goodies and gifts, but food banks need support throughout the year
- Give the gift of time – this can be as simple as shoveling the walkway at your neighbors' place, taking in the trash can for a neighbor who is traveling, or calling a friend you haven't spoken to in a while
- Donate socks – one of the most requested items by shelters during the colder months are socks (warm hat and gloves are also needed)
- Feed Fido – Ask what supplies your local shelter or human society needs and help them out

May you experience an abundance of peace and joy throughout the coming year.

Paul D. Casey is an ACC-certified coach with the International Coaching Federation, a Master Trainer, and is a member of the National Speakers Association. He was awarded Solopreneur of the Year by the West Richland Chamber a few years ago. For more about Paul and his company, Growing Forward, click [here](#).

Invitation from ASQ Columbia Basin Section January 25, 2023 Virtual Meeting

DATE:

Wednesday,
January 25, 2023

Quality Conscience: Who Owns Quality?

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

Time: 6:00 pm – 7:30 pm PST

Welcome & Introductions will begin at 6 pm, followed by the presentation and Q&A

Cost: Free for ASQ members and non-members

To register for this meeting, please RSVP with your name, email, ASQ affiliation (member and section, or non-member), to [Denise](#) by January 22 for planning purposes and to receive RU credit following the meeting.

[Click here to join the meeting](#)

Meeting ID: 259 596 101 467
Passcode: zKNzpj

[Download Teams](#) | [Join on the web](#)

Attendance at this meeting earns RUs toward ASQ recertification.

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

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



Denise Clements, CMQ-OE
Vice President
Quality Director Americas, AECOM

Let's start the new year with a question a lot of people ask. Who owns Quality?

Who is responsible for Quality in *your* organization? Is it the Quality group? Quality engineers? The Audit team? Senior management? The company CEO?

Who is responsible for Quality in your home/personal life?

There are many aspects to quality and to having a Quality Conscience. Quality doesn't just happen. It requires a commitment, perhaps even a passion, for ensuring products and services are done correctly and meet standards/requirements. A commitment to quality is also a commitment to efficiency and continuous improvement.

Presenter Denise Clements will share more on this topic and the focus she is taking at AECOM to make a good quality culture even better - through personal ownership and understanding of the risks that are managed through each of us using our Quality Conscience.

Come ready to discuss some of the ways we all own Quality.

About the speaker: Denise Clements is the Vice President, Quality Director Americas, for AECOM. She also sits on the Global Integrated Management System (IMS) Steering Committee representing the global Design & Consulting Services Business, which implements, maintains, and improves the various components of AECOM's operations, providing a common global system for use on all AECOM projects.

Denise's career began as a mechanical engineer in the nuclear industry. Later, as part-owner of a small engineering-fabrication firm, she developed its nuclear quality assurance program compliant with ASME NQA-1 and managed the fabrication shop operations. Shortly after joining AECOM in 2000, Denise was named Chief Quality Officer for one of AECOM's early operating companies, DMJM Holmes & Narver. In that role, she successfully introduced the first ISO 9001-certified quality management system for the company. In subsequent years as operating companies merged and dissolved and AECOM grew not only organically but also by acquisition, she successfully led multiple mergers of disparate quality management systems into a coherent whole, all while maintaining the ISO 9001 certification. Denise also worked with AECOM developers to program systems for streamlining project management workflows, internal auditing through online tools linked to the financial system for analysis, and a supplier prequalification tool.

DATE:

Friday,
January 27, 2023

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

Time:

9:00 am – 10:00 am PST

(check website to confirm times)

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

To register for this meeting and
obtain the webinar link and sign-
in information, click [here](#).

Attendance at this meeting
earns 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
ASQ's Innovation Division,
click [here](#),**

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

How a WE Culture Can Drive Innovation



Luciana Paulise Culture Coach, Speaker, and CEO of We Culture, LLC

In the age of continuous evolution, especially after Covid-19, leaders need to learn new skills to drive innovation more organically.

Before the pandemic, most leaders were expected to be in charge. Suddenly, the shift to a remote workforce and a more volatile environment posed tremendous challenges for them. Command and control practices that promoted a “me” culture are no longer as effective.

Only a WE culture can help leaders and team members thrive in a changing environment. Through changing certain patterns and behaviors at work, leaders will find new ways to care for their people while improving innovation and quality.

Presenter Luciana Paulise will share her insights on this topic. Attendees will learn more about:

- New challenges to leading in hybrid environments
- Four CARE practices that drive a We Culture
- Three core skills that will drive innovation

About the speaker: Luciana Paulise, culture coach, speaker, and author, and CEO of We Culture, LLC, helps companies and individuals to identify and address barriers to becoming their best selves through one-in-one coaching. She is an MBA, Quality Engineer, Agile Coach and Certified Scrum Master, and recently published her latest book “We Culture” (2022). Luciana is a prolific contributor, publishing 5S Your Life, Stop Procrastination and Start Self-organization in 2020. She regularly contributes to Forbes and Quality Progress, as well as other international media outlets. She also enjoys giving back to the community by participating in non-profits.

MORE OPPORTUNITIES FOR LEARNING AND NETWORKING IN 2023

Pacific Region ASQ Section Meetings Collaboration

Exciting news! The 19 sections in our ASQ region (Pacific) will be sharing more information about upcoming meetings with our members in 2023. There will be two virtual meetings each month, one on the second Wednesday and the other on the fourth Wednesday, hosted by different sections and advertised to all members.

Why are we doing this?

- To provide consistent member value across the region, and to avoid conflicting meeting dates
- To encourage larger audiences for our invited speakers
- To offer our members more opportunities for participation, learning, and networking
- To “share” speakers – some sections may have difficulty finding speakers to offer monthly meetings, and this will ensure members have access to a minimum of two meetings/topics each month
- To provide additional opportunities for members to earn RUs throughout the year

The first meetings being shared as part of this regional program are the January 11 Palomar event (see page 5) and our Columbia Basin meeting on January 25. We are very excited to be part of this collaborative effort!

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 March 1-31, 2023. 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)

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

FREE MONTHLY GIFTS FOR ASQ MEMBERS

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.

You can also earn Recertification Units (RUs) for watching ASQ webinars and videos, reading e-books, etc. Be sure to [access](#) this month’s free gifts before January 31.

AI COMPUTER VISION: MAKING SENSE OF VISUAL DATA FOR ADVANCING QUALITY & LEAN MANUFACTURING

ASQ Inspection Division Webinar

January 10 from 4:00 pm to 5:00 pm PST

By far our most important organs of sense are our eyes. We perceive about 80% of all impressions by means of our sight. What if we could augment machine vision and supervisory systems with a more intelligent perception? Imagine cameras taking images or video streams and analyzing data to detect/classify the hardest to see defects and objects, human actions, and events.

The latest advancements in artificial intelligence (AI) and Computer Vision (CV) are helping manufacturers make sense of visual data to catch and get to the root-cause of the most challenging defects. They are enabling the ability to monitor and track manual operations, improve processes, enhance safety, and much more. Enterprise-scalable platforms such as Matroid are empowering subject matter experts in industry to build, test, deploy, and manage custom AI-based detectors for these applications plant-wide and across enterprises.

This means some of the most challenging defects are being caught by quality and manufacturing experts. Machines are given real-time feedback to prevent defects. People are given real-time corrective action to ensure products are assembled in proper sequence. AI-based supervisory systems enable a digitalized and continuous lean thinking tool kit for process improvements and optimizations.

Participants in this online seminar will:

- Learn what CV is and how is it different from traditional rules-based machine vision
- Gain understanding of what the technology is capable of - detecting/classifying objects, defects, people, human actions, and events
- Have a diverse set of example use-cases (classifying materials, defects with variations, people monitoring, process monitoring, etc.)
- Understand how the complete CV platforms make it so that a company’s subject matter experts can be empowered with the latest in AI-based tools to improve quality control and improve processes

For more information and to register for this complimentary webinar, click [here](#).

WSU-TC COLLABORATION HALL: EXCELLENCE IN DESIGN BUILD

PMI Meeting January 10 from 5:30 to 7:30 pm PST

The January meeting of PMI-CRB (Project Management Institute) will be hybrid, with both in-person and virtual attendance options. The onsite meeting will be held at CG & Public House in Kennewick. The Virtual/Zoom presentation will begin at 6:30 pm.

Collaboration Hall at Washington State University Tri-Cities (WSU-TC) opened in September of 2021. It houses a suite of teaching laboratories, classrooms, collaborative meeting spaces for students and faculty, and study spaces, as well as an open seating area for lectures and presentations. The building design is the result of feedback received from open forum sessions with students, faculty, and staff about what they wanted to see in the space, as well as how the facilities could best be utilized for learning.

Featured presenters for this meeting are Sandra Haynes, Chancellor of WSU-TC, and Kathleen McAteer, Vice Chancellor for Academic and Student Affairs at WSU-TC.

Cost is \$30 for the onsite meeting, which includes networking and a buffet dinner. There is no charge for virtual attendance. For more information and to register, click [here](#).

ACCOMPLISHMENT-BASED TALENT DEVELOPMENT: FOCUS ON EMPLOYEES VALUABLE CONTRIBUTIONS

Free Live HRDQ-U Webinar

January 11 from 11:00 am to 12:00 pm PST

Talent acquisition and development efforts often suffer from a lack of clarity about performance expectations. When we define jobs by the work outputs, relationships, transactions, agreements, new ideas and prototypes, it's easier to define at each stage what we need people to produce or achieve.

In this interactive webinar with Dr. Carl Binder (CEO of The Performance Thinking Network), you will learn about the origin and evolution of accomplishment-based performance and improve your ability to define and measure performance.

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.

OPTIMIZING PROCESSES AND SOLVING PROBLEMS

Online Webinar January 11 from 11:00 am to 12:00 pm PST

ASQ's Statistics Division's January online seminar features an overview of how Analysis of Variance (ANOVA), Design of Experiments (DOE) and the Taguchi Method are used to optimize processes and solve problems.

Presenter Michael J. Vella will share experiences from his 42-year career in quality and operations in the automotive and food manufacturing industries. Included will be one-way and two-way ANOVA and the engineering approach to Design of Experiments offered by Taguchi."

For more information and to register for this complimentary webinar, click [here](#).

BEST PRACTICES IN MANAGING CAPAs AND REPORTING CAPA DATA TO MANAGEMENT

Palomar ASQ Section Virtual Meeting

January 11 from 6:00 pm to 8:00 pm PST

Would you like to learn more about corrective action and preventive action (CAPA)? Or maybe you could just use a little refresher?

The January 11 meeting of Palomar's ASQ section features Medical Device Quality Assurance and Regulatory Compliance Consultant Mark Perkins. He holds CQE, CQM, CQA certifications. Mark will share insights and strategies for a successful and comprehensive CAPA program.

Networking begins at 6 pm, followed by the presentation and Q&A. For more information and to register for the meeting, send an [email](#). You may also want to check out this informative [article](#) by Mark.

QUOTE OF THE MONTH

"There is something in each of us that resents restraints, repression and controls. But we forget that nothing left loose ever does anything creative.

No horse gets us anywhere until it is harnessed.

No steam or gas drives anything until it is confined.

No life grows great until it is dedicated, focused, and disciplined."

~ Harry Emerson Fosdick

THE NEXT FRONTIER OF EMOTIONAL INTELLIGENCE: REWIRING THE BRAIN

Free Live HRDQ-U Webinar

January 25 from 11:00 am to 12:00 pm PST

The lack of emotional intelligence (EI) is one of the biggest derailers of leadership and employee effectiveness. Thus, the development of EI is commonly a top priority in most organizations. Unfortunately, traditional EI developmental efforts often fall short of moving the needle on EI.

In this engaging online seminar with Ryan Gottfredson and Mike Skrypnek, you will discover the next frontier of EI through leadership and development and learn how to make meaningful improvements in EI within your own organization:

- Be reminded of the vital importance of EI
- Identify the reason why traditional EI development efforts are deficient
- Understand that EI is not a skills-based ability, but rather a neural-based ability
- Learn the common causes of diminished EI
- Gain clarity on how to help leaders and employees improve their EI

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

FIGHTING HUNGER AND FEEDING HOPE: SECOND HARVEST NEEDS SUPPORT

Second Harvest is a 501(c)(3) nonprofit that brings community resources together to feed people in need through empowerment, education, and partnerships.

Everyone has the right to health, and nutritious food is a key ingredient in the recipe for a healthy life. Everyone should have access to the food they need to live a life full of the activities and people they love. Second Harvest works hard to get food onto the tables of families, kids and seniors facing hunger in our community.

As the new year begins, the shelves at Second Harvest are emptier than they have been in many years because of inflation and supply chain challenges. At the same time, more and more people are turning to food banks for help.

Click [here](#) for more information about Second Harvest, and for additional links where you can support the Tri-Cities facility, either by donating monetarily or by volunteering to help with sorting and repacking food, hosting a fundraiser, or helping with a community event.

LEADERSHIP CAFÉ – GOAL SETTING FOR GREATNESS

January 26 from 1:00 pm to 4:00 pm PST in Kennewick

Join Paul D. Casey with Growing Forward Services for 2023's first Leadership Café event.

In just three hours you will learn how to write actionable goals and build a foundational plan to achieve them. During this seminar you will:

- Prepare for the goal-setting process (you must know where you are before you can determine where you are going)
- Learn why it's better to set a vital-few than the trivial-many
- Make goals SMART and HARD
- State goals positively, bigger, and in the present tense
- Put them in writing (42% more likely to achieve) and speak them aloud (78% more likely)
- Confirm the goals with your supervisor and tell the rest of the team
- Ask questions that get at the root of making goal attainment more likely
- Lock in a system for accountability and review of goal attainment
- Post your goals somewhere you will see them daily
- Get going and persist!

Cost for the seminar is only \$79 and includes all the materials you will need, plus refreshments. To register, or for more information about Growing Forward Services, click [here](#).

LEVERAGING INTERNAL AUDITS TO DO MORE

Free Webinar January 27 from 8:00 am to 9:00 am PST

We often view internal audits as a means for maintaining an ISO certification. This webinar from ASQ's Audit Division, will illustrate how to leverage internal audits to do more for the organization and improve quality performance. Join and discuss how to enhance an audit program by addressing organizational cultural elements, focusing limited resources, and learning necessary tools to enhance the audit program.

Discussion points will include:

- Identifying risks in the audit program
- Mapping the audit trail
- Focusing on process variation through training and audits
- Enhancing the corrective action process
- Collaborating and building a management team audit program
- Measuring the audit program

To register for the webinar, click [here](#).

THE SAFETY STORY: QUALITY & LEAN TOOLS CAN AND DO MAKE A DIFFERENCE

**Ann Arbor ASQ Virtual Meeting
February 6 from 2:30 pm to 4:00 pm PST**

Quality and Lean tools can be used in all areas of business to make a difference.

Presenter Jd Marhevko, a Quality VP, will share “The Safety Story” - about how these tools were used in a bankrupt business to take them to best-in-class performance. The team used the Plan, Do, Check, Act (PDCA) cycle to make a difference. You can, too!

For more information and to register for this complimentary Webex meeting, click [here](#).

SECTION MEMBERS: ARE YOU ACTIVE IN myASQ?

The myASQ platform was designed and implemented to offer members accessible, timely and relevant solutions, meaningful networking, and interaction with like-minded quality professionals. It is a centralized, online resource designed to support members in learning and using quality tools.

If you have an ASQ.org account, you automatically have access to my.asq.org through the same log-in information. On your first visit to my.asq.org, you will need to log in to be recognized. You will want to set up a personal profile there as well. This will allow other ASQ members from around the globe to network and share ideas with you.

If you have not signed up already, click [here](#), and then click on “login” at the top right of the page. Then, on the login page, select “Register.” You must sign up with the email you use for your regular ASQ.org account; this will ensure you are recognized as a member of our section.

Currently, less than half of our Columbia Basin ASQ members are currently members of our myASQ community. If you have not already done so, please take a few minutes to log in, create a profile, and explore. We have an active, public ASQ Community there – check it out [here](#). You can also access information about other ASQ sections, upcoming events (virtual and in-person meetings, webinars) and more.

One of the key benefits of the myASQ community is the ability to expand your network and connect with others. The member directory and connections are exclusive member benefits. Other benefits include access to ASQ news and discussions on a variety of quality-related topics.

Note: While anyone (the public) can access our myASQ community online, you must log in to view and participate in many areas in myASQ.

2023 COLUMBIA BASIN ASQ LEADERSHIP TEAM January 1 - December 31, 2023	
Section Chair	Denise Clements
Secretary	Marcus Aranda
Treasurer	Robert Boykin
Membership Chair	Eric Clements
Nominations Chair	Jo Haberstock
Newsletter Editor	Robert Boykin
Programs Chair	Eric Clements
Publicity Chair	Jo Haberstock
Webmaster	Steve Prevette
Voice of the Customer 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 1st of the month.

