

CHAIR’S CORNER – ALMOST SUMMER!

by Denise Clements

As we head into summer, our section will be taking a two-month hiatus from holding monthly meetings. We will miss the virtual networking and learning opportunities but are already planning to come back with a bang!

Here’s what to look forward to in August, September, and October:

- ❖ Audit Like a Jedi – Susan Gorveatte (virtual)
- ❖ Bookwalter Winery Site Visit (live/in-person event)
- ❖ AI in the Quality Industry – speaker TBD (virtual)

And, of course, we will continue to prepare and publish our monthly newsletters and share information about other sections’ meetings and events.

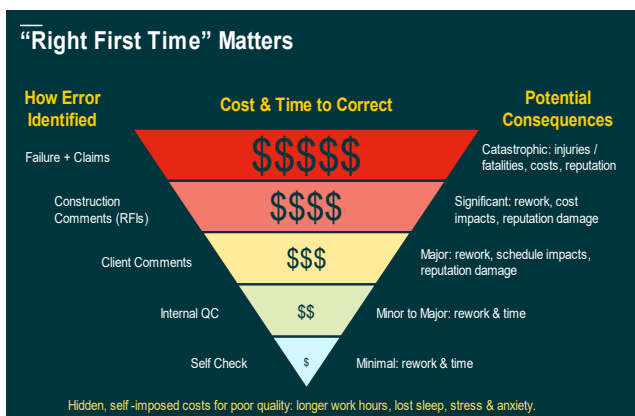
During the summer months, I hope you all take a breather from your busy schedules and spend some time with your family and friends. Quality of Life goes hand-in-hand with our ability to create quality work products.

As demonstrated below, “Right the First Time” Matters not only to project teams, company profits, and clients but also to individuals. Poor quality leads to hidden costs that affect us all in longer work hours, lost sleep, stress, and anxiety.

Isn’t it interesting how the Plan – Do – Check – Act cycle is usually denoted through a circle, and when thinking about Quality of Life and quality work products/services it’s also a circle? Make sure you plan for your Quality of Life, do your work in a safe and healthy manner, check the quality of your work-life balance, and then act if you need to make improvements.

Happy summer all!

- Denise



WHY DO WE TALK MORE THAN LISTEN?

by Robert Boykin

I know a guy who can talk your ear off if you let him. He’s a nice guy who has no shortage of ideas to explore and share. But unfortunately, he behaves as if he has two mouths and one ear. He falls in line with the words left behind by well-known educator and best-selling author Stephen Covey, who said, “Most people do not listen with the intent to understand; they listen with the intent to reply.”

I like to talk, too – but according to pundits, what we *should* be doing when we converse with others is trying to connect to gain a sense of understanding, acceptance, and validation. So, if you find yourself in a conversation in which you are talking and not listening, you are probably not being conversational, and you are probably also not really connecting.

According to an article I read, we humans communicate in four ways - reading, writing, speaking, and listening. Schools and colleges teach us to read and write. Even speaking is now a field of professional teaching. But the one skill that remains untaught is listening. As a result, few people (who care about being a good listener) learn to really listen. People who listen well are trusted more than those who grab the talking stick and barge straight into chatter. Trust is the grease of changing minds, and listening is the key. So, with that said, what changes have *you* made or are you going to make to become a better listener?

Below is an approach that was recently shared with me. I think it makes a lot of sense. Consider giving it a try.

Want to become a better listener?
Use the LADDER approach!

- L** Look at the other person.
- A** Ask questions.
- D** Don't interrupt.
- D** Don't change the subject.
- E** Express emotion with control.
- R** Respond appropriately.

EBC

Be well and be safe.

- Robert

Invitation from Cascades PNW ASQ June 13, 2023 Virtual Meeting

DATE:

Wednesday,
June 13, 2023

Finance for Improvement: Using Cost-Based Cause and Effect

This is a virtual/online
(GoTo Webinar) meeting.

Time:

6:00 pm – 7:00 pm PDT



Cost: Free for ASQ members
and non-members

Douglas C. Wood, CQE, CQA, CQPA, CMQ/OE, SSBB President, DC Wood Consulting, LLC

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

Attendance at this meeting
earns 0.5 RUs toward ASQ
recertification.

For more information about the
Cascades PNW ASQ section
(0607), click [here](#).

For more information about our
Columbia Basin ASQ section
and other upcoming events, visit
our [myASQ Community](#) or
www.asq614.org/.

Cost of quality (COQ) is defined as a methodology that allows an organization to determine the extent to which its resources are used for activities that prevent poor quality, that appraise the quality of the organization's products or services, and that result from internal and external failures. Having such information allows an organization to determine the potential savings to be gained by implementing process improvements.

This presentation will cover cost of quality from a point of view of cause and effect, and risk. The core concepts of quality cost will be covered along with updated terminology. Selling the concept to leadership will also be discussed along with how to talk about risk.

Learning Objectives:

- Link quality cost to three key portions of managing processes
- The PDSA of selling to management
- Some examples of quality cost in manufacturing, offices, services, construction, and healthcare

Join us on June 13 to learn more about cost-based cause and effect and how you can use it in your own organizations or business.

About the speaker: Douglas C. Wood has over 40 years of experience in the areas of cost of quality, office waste, root cause analysis, and performance measurement. He has taught these subjects as well as auditing, Lean, Six Sigma, statistics, failure modes and effect analysis. His educational approach is one that provides interesting and applicable stories to show why the key points in the class are important. His classes go beyond providing tools and when/why to use them, but also how tools and approaches fit in context, and providing supporting material references for further learning.

Doug has been an examiner with the Kansas and the Missouri quality awards and co-edited the Certified Manager of Quality/Organizational Excellence Handbook (5th edition). He authored *The Executive Guide to Understanding and Implementing Quality Cost Programs* and edited *Principles of Quality Cost: Financial Measures for Strategic Implementation of Quality Management* (4th edition). Doug's firm, DC Wood Consulting LLC, has worked with clients in manufacturing, healthcare, and transactional businesses.



Invitation from ASQ Palomar Section June 14, 2023 Virtual Meeting

DATE:

Wednesday,
June 14, 2023

Injection Molding: Process Management

This is a virtual/Zoom
meeting.

Time:

6:30 pm – 8:00 PDT
(opens for networking at
6:00 pm)

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

Join Zoom Meeting:

<https://us06web.zoom.us/j/84072415583>

Meeting ID: 840 7241 5583

Any questions? Send an [email](#).

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

NOTE: Be sure to enter your
name and email address in the
chat when you join the meeting
to receive the RUs.

For more information about
Palomar ASQ Section 708, click
[here](#).

For more information about our
ASQ section and other
upcoming events, visit our
[myASQ Community](#) or
www.asq614.org/



N.T. “Bala” Balakrishnan, MBA, CQE, CSSBB Professor, Cal Poly Pomona

Injection molding as a manufacturing process has come a long way over the last few years. Widespread use of plastics coupled with developments in plastics technology has made plastics products ubiquitous.

This presentation puts together empirical and technical information aimed primarily at the practitioner who has some experience in plastics production in the consumer products and instrumentation industry.

With over 10 years of experience in managing process quality for a major OEM in the swimming pool products industry, the presenter will provide insights into this rapidly growing business.

Coverage includes types of plastics raw materials, processing equipment, Critical to Quality measurements, capability analysis, and general approaches to quality improvements.

About the speaker: Professor N.T. “Bala” Balakrishnan has over 40 years’ experience in Industry and Academia, having held several positions as Quality Manager, Manufacturing Engineering Manager in companies including United Technologies, IBM, and 3M Standard Abrasives. He is currently a professor in the Technology & Operations Department, College of Business Administration, California State Polytechnic University, Pomona.

Bala has led Kaizen teams and implemented continuous improvement programs, used Design of Experiments to improve processes, conducted process capability studies, reduced cost of quality, and improved effectiveness of operations using Quality Management software.

OFFICIAL CALL FOR 2024 COLUMBIA BASIN ASQ OFFICER NOMINATIONS BY AUGUST 10

by Jo Haberstk

This serves as the official call for nominations for 2024 Columbia Basin ASQ Officers – Section Chair, Secretary and Treasurer. Other section positions that also must be filled are Membership Chair and Nominations Chair.

Depending on interest expressed by members, nominations are required for the Chair, Secretary and Treasurer positions. The section's Nominations Committee can make nominations of current members who meet the position requirements (usually Full/Professional, Senior, or Fellow members). Any regular section member may also nominate another eligible member (or themselves) for one of these positions by submitting a nomination petition to the section Secretary or Nominations Committee. The minimum number of required petition signatures is the lower of 4% of regular members or ten regular members, based on section size.

All required section positions must be filled, and names submitted to ASQ for our section to continue to operate in 2024. We would really like to see more members become active in future section activities. Please consider stepping up to serve in a leadership position!

For more information about the election process, the nomination process, or the duties of section positions, contact any current section leadership team member or send a message to our [email box](#).

FREE JUNE GIFTS FOR ASQ MEMBERS

Don't forget to claim your free member gifts this month! Each month, a different aspect of quality is highlighted, with a variety of valuable resources and links provided - including e-books, videos, webinars and more.

ASQ members can also earn Recertification Units (RUs) for watching ASQ webinars and videos, reading e-books, etc. Although the link may not be working yet as of press time, be sure to check back and [access](#) this month's free gifts before June 30.

QUOTE OF THE MONTH

"Education is the most powerful weapon which you can use to change the world."

~ Nelson Mandela

UPCOMING ASQ CERTIFICATION EXAMS

Applications are now being accepted for the following exams scheduled for August 1-31. The application deadline is July 9.

- CQA (Quality Auditor)
- CQE (Quality Engineer)
- CQIA (Quality Improvement Associate)
- CSQE (Software Quality Engineer)
- CSSGB (Six Sigma Green Belt)
- CQPA (Quality Process Analyst)
- CCT (Calibration Technician)
- CPGP (Pharmaceutical GMP Professional)

Certifications are a great way to help advance your career, improve your organization, and prepare you to be a more accomplished and effective quality-focused professional. ASQ members save \$100 off the usual (non-member) fee for each exam.

Click [here](#) to sign up or for more information.

WHY YOU SHOULD CONSIDER IMPLEMENTING ISO 45001

Free BSI Live Webinar June 8 at 11:00 am PDT

Your organization wants to make the workplace as safe as possible, but the challenge may be where to start.

An Occupational Health & Safety (OH&S) Management System is a framework that enables companies to achieve their OH&S objectives through a process of getting organized and communicating with everyone. Using ISO 45001 can help develop a robust health and safety culture and safer ways to work, which benefits everyone.

In this webinar you will learn:

- Benefits of an OH&S Management System
- How to get a handle on OH&S risks and opportunities
- What an effective implementation plan looks like

For more information and to register for this webinar, click [here](#). BSI is also offering three additional webinars in June, all related to ISO 45001: Root Cause Analysis for ISO 45001 (June 15); Benefits of Integrating ISO 45001 with ISO 9001 and ISO 14001 (June 22); and How ISO 45003 can help you with Psychosocial Health and Safety (June 29). To register for all four sessions, click [here](#).

“TRUST ME” – MOVING TRUST FROM A CATCHPHRASE TO ACTION

HRDQ-U Virtual Webinar

June 14 from 11:00 am to noon PDT

Sarah Ciavarrri is the author of *Find Our Way to Truth: Seven Lies Leaders Believe and How to Let Them Go*. And she got her a brave (afraid and brave at the exact same time) on this past summer when she sang the National Anthem at a nationally televised Twins game!

In this complimentary online webinar, Sarah will discuss the importance of trust in organizations, the benefits of building a culture of trust, and strategies for building and maintaining trust with employees, customers, and partners.

Learn more about how to build and maintain trust within your organization and why it is essential for long-term success. For more information and to register, click [here](#).



GEORGE AND PAT JONES COMMUNITY SERVICE DAY

Friday, June 16 from 8:00 am to noon

The best way to find yourself is to lose yourself in the service of others.

Tri-Citians and area businesses are encouraged to work on a community service project of their choice from 8 a.m. to noon on Friday, June 16, as part of George and Pat Jones Community Service Day.

Retter & Company Sotheby's International Realty will provide a picnic lunch at noon at Columbia Park, near the bandshell area, for the first 500 people who [RSVP](#).

It works like this: Your company or group picks a community service project. A variety of opportunities can be found at communityserviceday.com. If you need additional helpers, make a note of that in the notes section of your reservation and the committee will try to find others to help.

Here's a little about the history of Community Service Day: George Jones moved to the Tri Cities in 1947 and was an avid community volunteer and fundraiser. In 2004 he married Pat Johnstone, and the two of them enjoyed volunteering together. They helped numerous organizations with fundraising efforts, served on boards, and participated in hands-on activities with many groups, including Shriners, Kiwanis, Salvation Army, Safe Harbor, and the Tri-Cities Cancer Center. George was honored as Kennewick Man of the Year in 1978 and Tri-Citizen of the Year in 1997. Pat was Kennewick Woman of the Year in 2007.

Over 200 people came together in 2019 to participate in community projects, and over 20 projects were completed in and around the Tri-Cities area. What a great way to bond with family, co-workers and friends while helping others!

TRIZ FOR COST REDUCTION – THINK DIFFERENT!

ASQ San Fernando Valley/Channel Cities Virtual Meeting

June 20 from 6:00 pm to 8:00 pm PDT

TRIZ is a problem-solving method with a funny name and a host of fans, including Ford, 3M, Procter & Gamble, Cummins, Boeing, Daimler Chrysler, LG Electronics, Motorola, Siemens, and Samsung. Many companies, whether in aerospace, filtration, or process control, are now discovering TRIZ's powers to solve “impossible” design challenges.

Trial and error were tedious and time-wasting processes. Brainstorming did not work well. (Researchers have found that one engineer working alone gets better results than a brainstorming group.) You may have tried Six Sigma and Lean, but this latest problem has you stumped. Then someone whispers that a competitor has worked out the solution using TRIZ.

Presenter Akhilesh Gulati has over 30 years of experience in the field of Quality. A Six Sigma Master Black Belt, he is an experienced trainer/leader who has identified and resolved problems at client companies, showing measurable bottom-line results. In this presentation, he will share information about TRIZ and how TRIZ thinking can help with problem-solving and cost reduction.

There is no charge for this meeting, but [registration](#) is required.

NATIONAL NIGHT OUT – AUGUST 1

National Night Out is an annual community-building campaign that promotes police-community partnerships and neighborhood camaraderie to make neighborhoods safer and more caring places to live. National Night Out enhances the relationship between neighbors and law enforcement while bringing back a true sense of community. It also provides a great opportunity to bring police and neighbors together under positive circumstances.

Millions of neighbors take part in National Night Out across thousands of communities from all 50 states, U.S. territories, and military bases worldwide on the first Tuesday in August (Texas and select areas celebrate on the first Tuesday in October). Many neighborhoods host block parties, festivals, parades, cookouts, and other community events with safety demonstrations, seminars, youth events, visits from emergency personnel, exhibits, and much more.

Benton City is planning a big [event](#) this year, with free food, games, emergency vehicles, and music at the City Park. Check with your city's police department or City Hall for details about events in your community. For more information about National Night Out or to get information to plan your own campaign, click [here](#).

SAVE THE DATE! 2023 PACIFIC REGION QUALITY CONFERENCE (PRQC)

November 4 from 9:00 am to 5:00 pm PST

ASQ's Pacific Region consists of 20 member units (sections) and thousands of members in the states of California, Oregon, Washington (including our Columbia Basin section), Alaska and Hawaii. It also includes the Tijuana, Mexico geographic community. Their annual conferences are known for great speakers and topics.

Everyone is invited to participate in this year's Pacific Region Quality Conference (PRQC). The theme is "Quality and Artificial Intelligence (AI) in the New Era." The mission is to provide a forum for like-minded professionals to share ideas and learn from workshops and presentations resulting in enhancements to personal development and business acumen, while building on the foundation of quality.

Although currently still in the planning stages, this year's conference will likely be a hybrid event, with the option to attend in-person (in California) or to participate virtually. There will be many networking and learning opportunities. Key Focus Areas include:

- Embracing AI Applications in Quality
- NextGen and AI
- Applying ChatGPT in Quality

More information will be available soon, including registration links and costs. The conference team is currently accepting [speaker proposals](#) from anyone interested in presenting at the PRQC.

The team wants to hear from you! Please take a few minutes to complete this [survey](#), to help with planning efforts.

DONATE BOTTLED WATER - HELP THE TRI-CITY UNION GOSPEL MISSION HELP THOSE IN NEED

With summer comes hot weather. Help the Mission stay ahead of the ongoing need for bottled water this summer. Other urgent needs include eggs, milk, pancake mix, toilet paper, cleaning supplies, and bus tickets.

Their donation drop off is at 221 S. 4th Avenue in Pasco, and they are open 8:00 am to 6:00 pm every day. For more information about the Mission, 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.

ENCOURAGING FAMILIES TO LOG OFF AND CONNECT WITH EACH OTHER

Pure Life Summer Challenge

Renowned chef Robert Irvine (Restaurant: Impossible) and bottled water company Pure Life have teamed up to challenge families to make the most of their time together this summer.

So, grab your friends, your pets - anyone you call family - and find new ways to make memories. Dig into a new recipe, play a new sport, discover a new place to explore...the options are endless when you're active and hydrated together.

Check out the Summer Challenge [here](#). The website includes easy-to-make recipes (including grilled Mexican street corn and s'mores pie!), ideas for fun games and activities, and more.



2023 COLUMBIA BASIN ASQ

LEADERSHIP TEAM

January 1 - December 31, 2023

Section Chair	Denise Clements
Secretary	Jill Connolly
Treasurer	Robert Boykin
Membership Chair	Eric Clements
Nominations Chair	Jo Haberstok
Newsletter Editor	Robert Boykin
Programs Chair	Eric Clements
Publicity Chair	Jo Haberstok
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 26th of the month.