

NO VOLUNTEERS FOR 2026 LEADERSHIP TEAM = SECTION DISSOLUTION

by Denise Fast, Chair

Hello Columbia Basin ASQ members!

I hope many of you will be able to participate in the upcoming site visit to Framatome on August 8 and the networking event at Terra Blanca on August 14. Many thanks to Abhijit Sengupta, who has been working to provide additional opportunities for our members and to encourage more member involvement in section activities. These upcoming activities in August are joint efforts with several other local professional organizations.

For the past three months our Nominations Chair and the rest of our section's Leadership Team have been searching for volunteers to fill the key leadership positions for 2026. The critical positions are Section Chair, Treasurer, and Secretary. Without these three positions filled, the section cannot continue to function. Two other positions that also need to be filled are Membership Chair and Nominations Chair.

Unfortunately, no one has stepped forward and volunteered to serve in any of these positions.

If we are unable to fill the required 2026 leadership team positions, our section can no longer exist. We are beginning the process to shut down the section. However, this is not yet an irreversible act. If sufficient volunteers step forward by September 15, we can change course and move ahead with plans for section activities in 2026. Without member support we will have no choice but to dissolve the section, which will result in the loss of local opportunities for professional growth, mentoring, and networking with other quality professionals.

If you are concerned about the likelihood of the loss of your local support team for quality, there is an answer.

Step up!

Please contact Steve Prevette, the Nominations chair (803) 594-5079, or prevettejs@gmail.com and become a member of our 2026 section leadership team. Otherwise, this may be one of the section's last newsletters.

WHAT ARE YOU DOING FOR OTHERS?

(from The Socratic Method website)

Martin Luther King, Jr.'s quote, "Life's most persistent and urgent question is, 'What are you doing for others?'" encourages deep reflection on our purpose and impact on the world.

At its core, this quote emphasizes the significance of selflessness, kindness, and service to others. It challenges us to consider the ways in which we contribute positively to the lives of those around us, highlighting the idea that our actions should not solely benefit ourselves but also reach out to support and uplift others. This fundamental principle resonates profoundly in a society often overly focused on individual pursuits and personal gains.

However, delving deeper into this quote unveils a nuanced philosophical concept that questions the dichotomy between selflessness and self-care. While it underscores the importance of serving others, it also subtly implies the necessity of balance between altruism and personal wellbeing.

In pondering 'What are you doing for others?' we must also ask 'What are you doing for yourself?' This introspection prompts a holistic understanding of the interconnectedness between self and others. The juxtaposition of these two perspectives, one highlighting the imperative of altruistic actions and the other advocating for self-awareness and self-preservation, creates a thought-provoking dialogue. It challenges us to find equilibrium between giving and receiving, between altruism and self-care. Perhaps, in answering the question of what we are doing for others, we may also find insight into what we are doing for ourselves.

In essence, Martin Luther King, Jr.'s quote serves as a beacon guiding us toward a life filled with purpose, compassion, and conscientious living. It encourages us to contribute positively to the world around us while also nurturing our own well-being. Ultimately, it reminds us that our actions, no matter how small, can have a ripple effect that shapes the collective human experience. As we navigate through the complexities of life, let us heed Dr. King's words and strive to make a difference not only for others but also for ourselves.



Invitation from Columbia Basin ASQ and 6 other local organizations

DATE:

**Friday,
August 8, 2025**

Time: 3:00 pm – 4:00 pm PDT

NOTE: Space is limited.
Advance registration is
required by August 4 for
planning purposes and to
receive RU credit following
the meeting. Send an email to
[Abhijit Sengupta](mailto:Abhijit.Sengupta@asq.org).

The tour is limited to
members of ASQ, ASM, ACS,
ASME, HPS, ANS and ISA.

There is no charge for ASQ
members for this tour.

The following information will
be required:

- Scanned copy of driver's
license or passport
- Citizenship/Date of birth
- Shoe size

Location:

**Framatome
2102 Horn Rapids Road
Richland, Washington**

**Any Questions?
Contact [Abhijit](mailto:Abhijit.Sengupta@asq.org).**

**For more information about
our ASQ section and other
upcoming events:
www.asq614.org/ or our
[myASQ community site](#).**

This is a joint event, being offered by our ASQ section and the local chapters of American Society for Materials (ASM), American Society for Mechanical Engineers (ASME), American Nuclear Society (ANS), American Chemical Society (ACS), International Society for Automation (ISA), and Health Physics Society (HPS).

Special Informal Tour



Framatome 2102 Horn Rapids Road - Richland

For more than 60 years, Framatome has been addressing the major challenges faced by its customers from throughout the world thanks to its complete portfolio of solutions and services. Their activities enable customers to optimize the availability and competitiveness of their facilities, while strengthening nuclear safety conditions.

The Richland site is Framatome's nuclear fuel manufacturing facility in North America. It is a leading center of innovation in fuel design and fabrication.

At this site, uranium dioxide (UO₂) powder, pellets, fuel rods and fuel assemblies are produced. They also specialize in the design of Pressurized Water Reactors (PWRs) and Boiling Water Reactors (BWRs) including state-of-the-art testing and component manufacturing facilities.

The production lines and facilities are constantly being modernized, especially on new processes for loading fuel rods and welding plugs. A new fuel rod loading system has just been implemented. This system uses low frequency vibrations to guide fuel rod insertion. This prevents damage to the pellets during loading.

The Richland site is equipped for uranium recovery and recycling. It is authorized by the US Nuclear Regulatory Commission until 2049.

This special site visit is a great opportunity to learn more about Framatome's processes - and to meet others with similar interests.

Invitation from Columbia Basin ASQ and 6 other local organizations

DATE:

**Thursday,
August 14, 2025**

Time: 6:00 pm PDT

NOTE: Advance registration is required by August 6 for planning purposes. Send an email to [Abhijit Sengupta](mailto:Abhijit.Sengupta@asq.org).

This is a no-host event, open to members from the local organizations (ASQ, ASM, ACS, ASME, HPS, ANS and ISA).

Location:

Terra Blanca Winery & Estate
Vineyard
34715 Demoss Road
Benton City, Washington

Special food menu with sharable bites, amazing sunset views, \$8 glass pour specials with rotating beer and cider on tap.

**Any Questions?
Contact [Abhijit](mailto:Abhijit.Sengupta@asq.org).**

**For more information about our ASQ section and other upcoming events:
www.asq614.org/ or our [myASQ community site](https://myasq.org/).**

This is a joint event, being offered by our ASQ section and the local chapters of American Society for Materials (ASM), American Society for Mechanical Engineers (ASME), American Nuclear Society (ANS), American Chemical Society (ACS), International Society for Automation (ISA), and Health Physics Society (HPS).

Happy Hour/Networking Event



Terra Blanca Winery & Estate Vineyard 34715 Demoss Road – Benton City

We are excited to announce our first multi-professional societies' Happy Hour! Members from our local societies are all welcome to attend.

Happy Hour events provide valuable opportunities for networking and socializing in a relaxed setting. They offer everyone a chance to connect, build relationships, and learn from one another outside of the traditional work environment. In a more casual atmosphere, attendees can meet new people, exchange contact information, and establish connections that may lead to future career advancement and/or alliances.

We hope this will be the first of many such events, and that they will help foster an increased sense of community, as there are many local professional organizations in our area that probably have more in common than we might think. We can share information/knowledge, discuss industry trends, and possibly even improve our own processes and performance metrics through future benchmarking and collaboration.

We look forward to meeting new folks, reconnecting with others from the past, and learning more about other professional organizations.

Invitation from Temecula ASQ Section August 20, 2025 Virtual Webinar

DATE:

Wednesday,
August 20, 2025

This is a virtual/online
(Webex) webinar.

Time: 6:00 pm – 8:30 pm PDT

There is no charge for ASQ
members or non-members

No advance registration is
required – just go to the
Webex link for the meeting

Online Instructions:

Url: <https://asq.webex.com/wbxmjs/join/service/sites/asq/meeting/download/9276df46a6db41cf977a93539b5e825f?MTID=ma572c4642615e893c209059829c92e33>

Questions? Contact [Philip](#)

Attendance at this meeting
earns RUs toward ASQ
recertification.

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

Wired for Excellence: Using Neuroscience to Build a Culture That Lasts



**Chris Hayes, ASQ Fellow, CQE, CMQ/OE, CQA.CSSBB
CEO, Impact Performance Solutions**

You've probably heard that culture eats strategy for breakfast...but what fuels culture in the first place? And what helps it stick when the pressure is on?

Join us for a fast-paced, insightful hour exploring what happens when neuroscience meets organizational excellence.

This isn't another feel-good pep talk. It's a practical, brain-based guide to shaping systems, leadership behaviors, and work environments that actually support long term success. You'll get a behind-the-scenes look at how our brains respond to change, feedback, motivation, and development - and what that means for leading teams in the real world. We'll cover why good people sometimes resist good systems, what to do when feedback backfires, and how to design environments where growth isn't just possible - it's expected.

This presentation will include stories, research, and tools you can use immediately - plus a few sticky-note strategies that might just change your Monday mornings.

Whether you're a senior leader, team manager, or someone who is tired of culture being treated like a poster on the wall, this presentation will give you science-backed strategies for turning values into visible, lasting behavior.

Because excellence doesn't happen by accident. It happens by design - and our brains are wired for it.

About the Speaker: As CEO of Impact Performance Solutions, Chris Hayes provides vision and strategic direction ensuring the customer's voice is always the loudest. She has almost 30 years as a proven business performance improvement leader, international speaker, and author. Chris is a full spectrum coach and adult learning instructor with practical experience from the shop floor to the boardroom. She sits on the ASQ Board of Directors, has received the honor of ASQ Fellow, and is past chair of the ASQ Lean Enterprise Division. Because of her extensive experience helping companies achieve organizational excellence, Chris is one of only 36 in the world to be accepted as a Shingo Licensed Affiliate.

Chris is the author of *Wired for Excellence: Harnessing Brain Science for Organizational Success*. She is a certified ISO 9001 and AS9100 auditor, and uses this knowledge to help organizations implement and maintain efficient quality management systems and solve internal quality related problems.

ASQ MEMBER GIFTS!

ASQ 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 including in-depth expert webcasts, Quality Press eBook samplers, journal articles, industry case studies and benchmarking reports, and downloadable templates.

The July gifts (available through July 31) focused on quality tools and templates.

You can also earn Recertification Units (RUs) for watching ASQ webinars and videos, reading e-books, etc. Be sure to [access](#) this month's resources by August 31.

UPCOMING ASQ CERTIFICATION EXAMS

Have you been thinking about applying for an ASQ certification? Why not stop thinking about it and just do it!

As an ASQ member, you'll save \$100 off the regular (non-member) fee for each exam.

Applications are now being accepted for the following exams scheduled for October 1-31. The application deadline is September 8.

- 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)
- CCQM (Construction Quality Manager)

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

QUOTE OF THE MONTH

"Never, never be afraid to do what's right, especially if the well-being of a person or animal is at stake. Society's punishments are small compared to the wounds we inflict on our soul when we look the other way."

~ Martin Luther King, Jr.

EDUCATION PATHWAYS & POLICY: BUILDING FUTURES TOGETHER

Regional Advocacy Roundtable

August 5 from 8:00 am to 9:00 am PDT in Kennewick

Join the Tri-City Regional Chamber of Commerce for an engaging Regional Advocacy Roundtable focused on the intersection of education, workforce development, and recent legislative action. This event will bring together educators, business leaders, and policymakers to explore how graduating high school seniors are being prepared for success beyond the classroom.

This roundtable will highlight the growing importance of Career and Technical Education (CTE), apprenticeships, and career-connected learning models that align with the needs of local industries. Recent state legislation aimed at expanding student access to job-readiness programs, increasing hands-on learning opportunities, and improving post-graduation outcomes will be reviewed - especially for students who choose to enter the workforce directly after high school.

Participants will also hear updates on current efforts in our region to strengthen career pathways, including partnerships between schools, employers, and training providers.

Whether you're a business owner, educator, parent, or civic leader, this roundtable will provide valuable insight into how we can work together to build a stronger, more prepared future workforce - starting right here in our own community.

There is no charge, but space is limited and [registration](#) is required.

SYSTEMIC ROOT CAUSE

ASQ Inspection Division Webinar

August 12 from 4:00 pm to 5:30 pm PDT

A systemic root cause is the underlying issue within a system that leads to recurring problems or failures. Unlike surface level causes, which might only address symptoms, a systemic root cause is deeply embedded in the structure, policies, processes, or culture of an organization, industry, or society. Addressing systemic root causes leads to long-term solutions, rather than just treating symptoms.

Presenter John Nasar is the Supply Chain Warranty Manager with Ford Motor Company. The webinar will cover:

- Using the "5 Whys" Technique - keep asking "Why?" until you reach the core issue
- Applying Systems Thinking - look at how different factors interact within the system
- Analyzing Patterns Over Time - spot trends rather than isolated incidents
- Engaging Multiple Stakeholders – gain insights from different perspectives within the system

There is no charge, but advance [registration](#) is required.

BUSINESS AFTER HOURS – NETWORKING EVENT

August 14 from 4:00 pm to 6:00 pm PDT in Kennewick

The Tri-City Regional Chamber offers monthly opportunities to meet and network with other business professionals at existing and new businesses in our area. Each month a different sponsor hosts the event and has the opportunity to showcase their goods and services amid a fun and social atmosphere.

This month's event is being hosted by Vision Venue by White Glove Weddings, located at 114 West Kennewick Avenue in Kennewick.

There will be refreshments and beverages. Bring your business card to enter to win a door prize.

No reservations are required. It's free to attend - bring a friend! More information is available [here](#).

NAVIGATING TOUGH TALKS: LEADING THROUGH CONFLICT AND ACCOUNTABILITY

Ask the Experts Hybrid Event

August 19 from 3:00 pm to 4:30 pm PDT in Kennewick (or via Zoom)

Ask the Experts is a series of monthly workshops that provide information on crucial business topics, offered free of charge to the Tri-Cities business community through the Tri-City Regional Chamber of Commerce and funded by STCU. Each session features local professionals who have demonstrated expertise in the featured monthly topic and are willing to share what they have learned, as well as answer questions from participants.

Would you like to learn more about how AI tools can enhance, automate, and transform your business and human resources practices?

This workshop is intended to help equip individuals to better manage difficult conversations, address challenging employee behaviors, and address performance issues with confidence.

Featured panelists Laura Flores, Debra Kilmer, and Jon Patterson will discuss how to navigate sensitive situations while minimizing risk.

Participants will learn how effective communication approaches and an understanding of different styles contribute to handling these situations with clarity and respect.

Ask the Experts is offered in hybrid format - in-person at the Bechtel Board Room at the Tri-Cities Business and Visitor Center in Kennewick (with light refreshments), as well as live on Zoom. There is no charge. Register [here](#).

ACHIEVING EXCELLENCE THROUGH QUALITY IN SERVICES WITH ARTIFICIAL INTELLIGENCE

San Fernando Valley ASQ Virtual Meeting

August 19 from 6:00 pm to 7:30 pm PDT

Quality is important for service firms because it impacts customer satisfaction, loyalty, and business success.

High quality service leads to increased customer retention, positive word-of-mouth referrals, and a stronger brand reputation. All of these contribute to higher profitability and a competitive edge.

Artificial intelligence (AI) has revolutionized quality management by providing organizations with powerful tools and capabilities to achieve excellence. AI can enhance efficiency, accuracy, and decision-making in quality management processes, from automated data analysis to predictive analytics and customer feedback analysis.

Dr. Pradip "P.K." Shukla will share insights on how AI can be leveraged to help organizations achieve and sustain excellence.

There is no charge to participate in this event, but advance [registration](#) is required.

HOW TO KEEP YOUR GEMBA WALKS FRESH & MEANINGFUL

AME Seattle Consortium Virtual Webinar

August 26 from 1:00 pm to 2:00 pm PDT

Getting started with gemba walks is not difficult, but maintaining their effectiveness, engagement, and impact is sometimes another story. Too often, leaders fall into the trap of turning every walk into a "waste walk." While identifying waste is valuable, that's only a fraction of what is possible.

In this one-hour session, presenter Michael Bremer will explore how to:

- Keep your walks engaging - for you and your team
- Make each walk a learning experience, not a routine
- Use walks to actually drive performance improvement

Information will also be shared about virtual gemba walks and how they differ from physical walks.

There is no charge for ASQ members, but [registration](#) is required.

ARTIFICIAL INTELLIGENCE IN AUDITING: NAVIGATING THE NEW ERA

31st Annual ASQ Audit Division Conference September 10 and 11 in Reno

Artificial Intelligence (AI) is changing auditing. Businesses expect auditors to lead the way, and companies expect auditors to have a role in evaluating their use of AI.

By analyzing substantial amounts of data, AI can improve audit efficiency, quality, and risk assessments. Using AI-powered technology and tools, an auditor can move beyond traditional practices to analyze information more efficiently, and this can enhance the quality of first, second, and third-party audits.

This year's conference is being held in collaboration with the ASQ Food, Drug & Cosmetic Division. Keynote speakers include Rai Chowdhary, Lisa El-Shall, and Denis Devos.

Cost for ASQ members is \$899 for registrations completed by July 31. After that date, the cost is \$1099 for members, and \$1249 for non-members. More information about the conference and other speakers and topics is available [here](#).

SUMMER IS HERE – HUNGER SHOULDN'T BE

Second Harvest Needs Support

Right now, 1 in 7 people - and 1 in 5 children - don't know where their next meal will come from. A lack of food has real consequences for their health and well-being. It's a huge problem.

Second Harvest is on a mission to solve hunger today, tomorrow, and the day after that. They offer a wide variety of innovative programs designed to nourish our community from all angles, addressing immediate hunger needs, long-term food security, and nutrition education.

How can you help?

Volunteer – Whether you have an hour to give or a day, you can make a positive difference. Help is always needed with sorting, packing, and boxing up food for families throughout our area.

Donate - Thanks to a wide network of partners and a knack for stretching resources, every contribution goes further than you might expect. A small donation becomes a family dinner; and a larger one transforms into thousands of meals.

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

NATIONAL NIGHT OUT – AUGUST 5



Each year, National Night Out traditionally occurs in most states on the first Tuesday in August. (In some parts of the country it is observed on October 7.)

The purpose of National Night Out, which is organized in conjunction with police organizations nationwide, is to inform the public about various police and community programs. Drug prevention initiatives, organizing a town watch, or even tips on how to burglar-proof your home are just some of the educational highlights of a typical National Night Out gathering.

National Night Out was first established in 1984 by Matt Peskin of the National Association of Town Watch. The first National Night Outs were fairly simple. In most communities, it amounted to "lights on" vigils and some basic information being delivered to the community. The events were quite popular and attracted more than 2 million participants in both Canada and the United States.

Today, National Night Out draws in over 37 million people from over ten thousand different communities across North America. The event has changed in other ways, too.

Now, the focus is on bringing neighbors and communities together with festivals, block parties, cookouts, parades, and other events as ways to come together on National Night Out.

To join in the serious fun, contact your local police precinct or check their website or Facebook page for more information.

If you are looking for ideas for your community, check [here](#) for tips and guidelines on how to bring a fun National Night Out to your neighborhood.

A few ideas: potlucks, ice cream socials, book exchanges, carnival games, etc.

There's no better way to fight crime than through community spirit - as a neighborhood comes together as one -- at least for one night!

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.

SUMMER WORD FUN

While you're chillaxing in your hammock this month, here's something fun to do.

Word Scramble – Rearrange the letters to spell words related to summertime.

1. cnaoe _____
2. nradeg _____
3. imgmswin _____
4. rezeeb _____
5. nigfhis _____
6. coesppli _____
7. ecssnuren _____
8. endelmao _____
9. etofbroa _____
10. ohsaesre _____

How did you do? Give yourself a



2025 COLUMBIA BASIN ASQ

LEADERSHIP TEAM

January 1 - December 31, 2025

Section Chair	Denise Fast
Secretary	Denise Clements
Treasurer	Robert Boykin
Membership Chair	Jo Haberstok
Nominations Chair	Steve Prevette
Newsletter Editor	Robert Boykin
Publicity Chair	Jo Haberstok
Webmaster	Steve Prevette
Programs Chair	Vacant
Social Media Chair	Vacant
Voice of the Customer 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 21st of the month.