

**Check out our new web page! [www.asq1214.com](http://www.asq1214.com)**

## *Program Schedule*

<i>Date</i>	<i>Program Description</i>	<i>Location</i>
-------------	----------------------------	-----------------

**ASQ Hiawatha Section 1214 & SCTC present:**

# The Better Workplace SuperSession By Tom Terez

**Look inside for  
more info!**

Tuesday, April 20th  
8:30 am to 5:00 pm  
Cabelas in Owatonna



May 13th

Plant Tour\*\*

Kato Engineering  
Mankato, MN

**\*\*If there is enough interest, we will rent a van for the trip from Owatonna to Mankato. More info in the next newsletter.**

# Chairperson's Corner

## April 2004 Chair's Report

Our annual Spring Seminar on building a better workplace is here already. Our thanks to Lisa Krause for the time and hard work she has devoted so far to make this seminar happen. The Section 1214 Board of Directors is very excited about this event and is looking forward to a big turn out. Also, our thanks to South Central Technical College for handling the brochure mailings and seminar registration. If you haven't signed up yet, you still have time.

What topics would you like to have covered next year at our section meetings? What would you be interested in for a spring seminar topic? The Section 1214 Board relies on member input for dinner meeting and seminar topics. We do the easy part – arranging for speakers, but rely on you for the hard part – ideas and topics of interest. Contact any Board member with your ideas, or go to our new website, [asq1214.org](http://asq1214.org), and send us an email.

Our election of our new officers for 2004-2005 is complete. As presented at our March dinner meeting, the following officers have been elected:

### Section Officers

Chairperson	Lisa Krause
Treasurer	Bill Harris
Secretary	Lorraine Morris

### Committee Members

Auditing	Minnie Dunbar
Certification	Lee Anderson
Re-certification	Lee Anderson
Examining Chair	Lee Anderson
Membership	Bill Harris
Newsletter Editor	Bill Harris
Internet Liaison	John Moorhouse
Program Chair	Lisa Krause
Education	Dick Sundahl
Vice Chair	<b>Open Position</b>

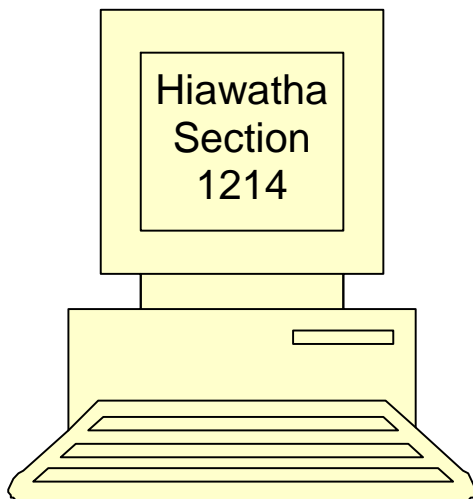
Have a burning desire to serve on the 1214 Board? We would love to have you join us – we are still in need of a vice chair. Have a little curiosity about what the Board does? Attend one of our board meetings. We meet on the first Thursday of each month, the Thursday before the Section Dinner meeting, at The Green Mill in the Holiday Inn in Owatonna at 5:30PM. Section members are always welcome to attend and see what is going on. Who knows, you may like what you see and want to become a board member!

Bill Harris

**Our new web page is here!**

Our new web page is ready for operation! Check it out at [www.asq1214.org](http://www.asq1214.org) and find out what is happening in the Hiawatha section! Also, a huge “thank you” to John Moorhouse for all of his hard work to make this a reality.

## Want to see your company's name on our website?



[www.asq1214.org](http://www.asq1214.org)

What does being a company sponsor mean? There are costs associated with printing the newsletter and maintaining our new website. To help with these costs, we offer companies an opportunity to advertise their business in our newsletter and now on our webpage. For just \$175 a month, your company's name will appear on our sponsorship list and once a year, we will print a short biography about your company. We currently have three months available, **June, July, and December**. If you think your company would like one of these spots, call John Moorhouse at 507-279-3513 or email him at [jemoorhouse@frontiernet.net](mailto:jemoorhouse@frontiernet.net).

# *Company Sponsorship*

## **2003 - 2004**

September – Blount, Inc.

October – Advanced Component Technologies, Inc.

November – Malt-O-Meal Company

January – Wenger

February – Fleetguard, Inc.

March – SPX Corporation

**April – Truth Hardware**

May – Kato Engineering

## *Company Sponsorship*



Since our beginning in 1914, and more recently since 1955 when we entered the window hardware marketplace, Truth Hardware people have built a tradition of quality and innovation, which has placed us in the leadership position we hold today in the window and door industry.

As the needs of our markets have grown and changed over the years, we too have changed. Truth Hardware now serves the wood, vinyl, and metal window and door markets for both residential and commercial applications. Whether it is for standard order items or those of custom-design, Truth Hardware's commitment to quality and customer service has earned us a lasting reputation for dependability and reliability in all that we do.

Currently, Truth Hardware is the largest designer and manufacturer of high quality operating hardware for windows, skylights and patio doors in North America. Our full line of products now ranges from simple or complex hinges, operators and multi-point locking systems, to the sophistication of remote-controlled, motorized systems for windows and skylights.

Truth Hardware is an ISO 9001 Quality System Certified Company

## **The Better Workplace SuperSession!**



**ASQ Hiawatha Section 1214  
Annual Seminar**

Tuesday, April 20, 2004  
8:30 am to 5:00 pm  
Cabelas in Owatonna  
Cost: \$395 for members



What's better than one great workshop? How about three great workshops in one? That's what The Better Workplace SuperSession is all about. On April 20, 2004, you'll get a chance to attend three great workshops in one big day – led by Tom Terez, author of *22 Keys to Creating a Meaningful Workplace* and founder of BetterWorkplaceNow.com. With humor, stories, and his trademark irreverence, Tom will entertain and inform. He'll address some of our biggest workplace challenges – and equip us with ideas, tools, and plenty of inspiration. Workshop components are:

1. Ready, Set, Solve! Tools & Techniques for Creative Workplace Problem-Solving
2. Building a Meaningful Workplace
3. Ideas, Tools, and You! Going Beyond the Brainstorm: How to Turn Good Ideas into Great Achievements!

Who should attend: CEOs, Directors, HR Managers, HR Specialists, OD and Learning Leaders, Training Officers, Quality Leaders, Team Leaders, People Managers

Suggestion: Attend with one or more colleagues from work. As the day unfolds and you go through the activities together, you'll develop a common understanding and collective action plan.

Before the session: Visit Tom's flagship Web site, [BetterWorkplaceNow.com](http://BetterWorkplaceNow.com)

Note: All attendees will receive a complimentary hardcover edition of Tom's book, *22 Keys to Creating a Meaningful Workplace*.

For more information:  
Call Laura at South Central Technical College at 507-332-5802



## *Meet Tom Terez – presenter of the Better Workplace SuperSession*

**My background has a few central themes....**

**Raging Curiosity** -- Since 1998, I've led four major research initiatives to gain insights into today's workplace and how to make it better.

**Real-World Practicality** -- The business of workplace improvement is full of fads and inflated phrases. I prefer straight talk, practical tools, and proven ideas.

**Good Humor** -- If you've read any of my articles, you know that I find meaningful humor in all sorts of workplace situations. The wit works its way into my talks and workshops. Stories and laughter break down barriers and open the way to true learning.

**More Information....**

**EDUCATION:** MBA from Duke University (1989), Bachelor's Degree in Journalism from Northwestern University (1985).

**AUTHOR OF:** The book "22 Keys to Creating a Meaningful Workplace" than 100 published articles about workplace improvement.

**MOST POPULAR ARTICLE:** [Civility At Work](#) -- reprinted in more than 200 publications and Web sites since its release in September 2002.

**RESEARCH:** Coordinated the Meaning At Work Project (a two-year series of interviews and focus groups to uncover the key factors of a meaningful workplace), the Employee Insight Survey, the Awesome & Awful Boss Hall of Fame, and the Spotlight on Management Survey.

**ON THE WEB:** Founder of [BetterWorkplaceNow.com](#)

**BASED IN:** Columbus, Ohio USA

# *Certification Schedule*

**General**

CQE = Certified Quality Engineer	CSQE = Certified Software Quality Engineer
CQA = Certified Quality Auditor	CQT = Certified Quality Technician
CQM = Certified Quality Manager	CMI = Certified Mechanical Inspector
CRE = Certified Reliability Engineer	HACCP = Hazard Analysis & Critical Control Point
CQIA = Certified Quality Improvement Associate	CCT = Certified Calibration Technician

Contact Glen Wolf at (507) 444-4435 for information on Certification Exams, or Re-certification classes.

<b>2004 Certification Exam Dates &amp; Application Deadlines</b>		
Certification	Exam Date	Application Deadline
CHA-HACCP Auditor CQA-Biomedical CQA-HACCP CRE, CQT, CMI Quality Manager Six Sigma Black Belt	March 6, 2004	January 9, 2004
CSQE, CQIA, CCT, CQE, CQA	June 5, 2004	April 9, 2004
CHA-HACCP Auditor CQA-Biomedical CQA-HACCP CRE, CQT, CMI Quality Manager Six Sigma Black Belt	October 16, 2004	August 20, 2004
CSQE, CQIA, CCT, CQE, CQA	December 4, 2004	October 1, 2004

**Certified Quality Auditor (CQA) Exam Changes**

This is to announce the change to the CQA Body of Knowledge (BOK) that will become effective with the administration of the June 5, 2004 exam.

**NOTE:** With the June 5, 2004 administration the CQA exam will be 5 hours in length and approximately 15-20% (25-30 questions) of the test will be devoted to case studies.

For the new BOK and a comparison of the old vs. new BOK please go to: <http://www.asq.org>

# Certification Fees

## New Exam Fees – 2004

	<u>Member</u>	<u>Non-Member</u>
Quality Manager	\$235.00	\$340.00
CQA, CQE, CRE, CSQE, CQA-HACCP, CQA-Biomedical, Six Sigma Black Belt	\$180.00	\$285.00
CQT, CMI, CQIA, CCT	\$155.00	\$260.00

**\*PLEASE NOTE:** A portion of the above fees (\$50.00) is an application fee and is non-refundable.

## Retake Fee

Quality Manager	\$185.00	\$185.00
CQA, CQE, CRE, CSQE, CQA-HACCP, CQA-Biomedical, Six Sigma Black Belt	\$130.00	\$130.00
CQT, CMI, CQIA, CCT	\$105.00	\$105.00

## Re-Certification Fees

<u>Quantity of Certifications</u>	<u>Member</u>	<u>Non-Member</u>
One Re-certification	\$30.00	\$50.00
Two or more Re-certifications	\$50.00 (Total)	\$50.00 (Each)
<u>Re-Certify by Exam</u>		
Quality Manager	\$180.00	\$285.00
CQA/CQE/CRE/CSQE/CQA-HACCP/ Six Sigma. CQA Biomedical	\$130.00	\$235.00

**PLEASE NOTE:** You must include payment with your re-certification journal. Do not send cash. ASQ will accept check, money order, bank draft, electronic wire transfer of funds, and credit card (VISA, MasterCard, or American Express). \$50.00 of your fee is an application fee and is not refundable.

## **Certification Pass List – Section 1214**

NAME	CERTIFICATION	EXAM DATE
Your name could be listed here! Call Glen and find out how!		

### *Re-certification Guidelines*

1. Prepare your Journal and supporting documentation no sooner than six months before the expiration date, but no later than six months after the expiration date. If needed, Re-certification Journals are available from National ASQ by calling 1-800-248-1946 or on their web site at [asq.org](http://asq.org).
2. Make copies of all supporting documentation and submit these copies with the Journal to support all claimed RU's. Submitted Journals and supporting documentation will not be returned.
3. Fill out all required information on your Journal cover page including your membership number, certificate number(s), and complete mailing address and phone number(s). Cost for re-certification is \$30 for one re-certification and \$50 for two or more synchronized re-certifications. Attach a check payable to ASQ or use a credit card number on the Journal cover page. Sign and date the Journal cover page.
4. Send your Journal and supporting documentation copies to the following address:  
**Glen Wolf, 528 Truman Avenue, Owatonna, MN 55060.**

After submission of your Journal, allow six to eight weeks to receive your re-certification confirmation from National ASQ.

---

### **Announcing New Exam - Certified HACCP Auditor**

The American Society for Quality's Food Drug and Cosmetic Division worked to streamline the certification process for its members. Many individuals, in the US and abroad, have expressed a sincere desire to become ASQ certified as HACCP Auditors but are unable or unwilling to justify the current process.

The current requirement for the Certified Quality Auditor for HACCP credential requires passing two exams. Candidates must first achieve the Certified Quality Auditor designation by passing the CQA Exam. The second exam is used to demonstrate proficiency in HACCP and earns the candidate the CQA-HACCP certificate.

The Food Drug and Cosmetic Division (FD&C) proposed consolidating the process to a single exam, which incorporates elements of the existing CQA Body of Knowledge with those of the existing HACCP Body of Knowledge. The certification is intended to confirm the individual practitioner's auditing and HACCP knowledge and skill set.

A market survey was conducted in June and from the results of this survey it was decided to consolidate the requirements for certification into a single exam.

The new Certified HACCP Auditor, Body of Knowledge (BOK) is available online at [www.asq.org](http://www.asq.org), click on Certification and choose HACCP Auditor (CHA). The first administration of the new CHA exam will be **October 16, 2004**.

## Other Quality Events

Tuesday, April 13, 2004 at 7:30 am  
Rochester Area Quality Council  
David Branch – Innovating Excellence

The next Rochester Area Quality Council meeting will be on Tuesday, April 13th, when we will be welcoming David Branch, CEO of Branch-Smith Resources, Ltd. who will be presenting "Innovating Excellence." A description will be provided of Branch-Smith Printing's business profile and challenges. This will be followed by an overview of its performance excellence system, INNOVATING EXCELLENCE, and how it is deployed throughout the leadership system. The model consists of the four subsystems of strategic planning, leadership accountability, management review and quality information. These address respectively the need for an organization to create value, develop results, drive agility and access knowledge. Branch will then describe the company's performance excellence journey through the four phases of organizational process maturity as it moved past reacting to problems and advanced to its integrated approach. This program will be held at the Best Western Apache. Registration/breakfast will begin at 7:30 am and the program will begin at 7:50 am, concluding at noon. The cost prior to April 7th is \$79 for members and \$89 for non-members, after April 7th member cost is \$89 and non-member cost is \$99. You may register on-line at [www.raqc.com](http://www.raqc.com), by email to [kay.wiegert@roch.edu](mailto:kay.wiegert@roch.edu) or phone at 507-285-7560.

A big “Thank You” to Al Glassel for his presentation on calibration and CCT at the March dinner meeting.

Al gave us an interesting presentation on calibration and the certified calibration technician exam. He covered the following items:

- The difference between precision and accuracy
- Gage R & R – repeatability and reproducibility
- Measurement Uncertainty Errors – Type A & B
- The difference between bias and drift
- The contents of the CCT exam

Thank you Al for such an informative presentation on the topic of calibration. Your great examples helped us see how calibration plays a role in our everyday life as well!



# ASQ Board Members

<b>BOARD POSITION</b>	<b>CONTACT INFORMATION</b>
-----------------------	----------------------------

**Chairperson**

Email: bharris@holmindustries.com

Bill Harris

**Holm Industries**

507-354-3191 / Fax #: 507-354-3193

**Vice Chair/Program/Newsletter** Lisa Krause

Email: lisa\_k\_krause@malt-o-meal.com

**Malt-O-Meal**

507-645-6681 Ext. 4304 / Fax #: 507-663-6242

**Treasurer**

Email: susan.m.hoeft@fleetguard.com

Sue Hoeft

**Fleetguard, Inc.**

641-592-7394 / Fax #: 641-592-1330

**Auditing Chair**

Email: Minnie.e.dunbar@fleetguard.com

Minnie Dunbar

**Fleetguard, Inc.**

641-592-7395 / Fax #: 641-592-1315

**Secretary**

Email: lmorris@goact.net

Lorraine Morris

**Advanced Components Tech., Inc.**

641-324-4262 / Fax #: 641-324-3170

**Education**

Email: hardyl@sctc.mnscu.edu

Dick Sunsdahl

**South Central Tech. College**

507-334-3965 / Fax #: 507-332-5888

**Membership & Recertification** Glen Wolf

Email: gwolf@truth.com

**Truth Hardware**

507-444-4435 / Fax #: 507-444-5351

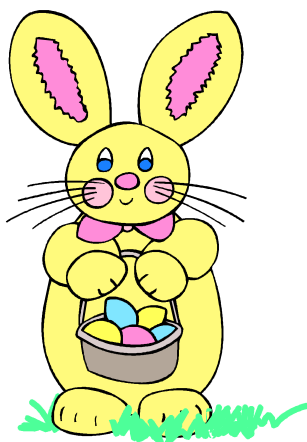
**Internet Liaison**

Email: jemoorhouse@frontiernet.net

John Moorhouse

**North Star Quality, Inc.**

507-279-3513



**Happy Easter!**