



e-letter



April 14
Spring Seminar: FMEA
One day seminar
Cabelas

May 14th
Tour: Schell's Brewery
(NOTE: Saturday)
New Ulm, MN

Sponsor



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Section 1214 & SCTC Annual Seminar

FAILURE MODE AND EFFECTS ANALYSIS (FMEA)

Tuesday April 12, 2005

8:00 am to 4:30 pm

Cabella's, Owatonna

Cost: \$245

Come to this one-day seminar and learn how to: apply FMEA for products and processes; improve product and process designs; relate FMEA to the requirements of ISO/TS16949:2002; calculate probability of survival and mean life; calculate safety margin for product designs; gain an understanding of product liability and reliability.

See page 4 for more information and how to save 10%.

Do your coworkers get the e-letter? Maybe not! Almost half of our members still have not granted Section 1214 permission to use their email address.

Do them a favor - forward this e-letter to them. Or, print out the pages you think they might be interested in - the Spring seminar? the Schell's tour? the Consultant network?

Section 1214 Partners in Quality



- ASQ Winona-La Crosse Section 1216 www.asq1216.org
- Rochester Area Quality Council www.raqc.com
- Minnesota Council for Quality www.councilforquality.org
- APICS - Southern Minnesota Chapter www.apicssomn.org
- South Central Technical College www.southcentral.org
- Southern MN Chapter of SME. <http://chapters.sme.org/162/homepage.htm>
- ASQ Minnesota Section 1203 www.mnasq.org

Partner members receive a 10% discount on any 1214 sponsored training

Chairperson's Corner

Got ISO?

After hearing our March speaker, Jack Weed, we hope so. He gave a great presentation on what the registrar is looking for when conducting an ISO audit. It's always interesting to hear it from the other side of the fence and through Jack we were able to do so. It certainly was a topic that even if you were not seeking certification, you could pick some tidbits to bring back to the workplace.

We also hope that you learned a lot about the Section 1214 board that represents you. We strive to keep the section goals in mind when planning your monthly programs, so let us know if we are not meeting your needs. Very shortly, some of you will be receiving your section satisfaction surveys from National ASQ. Make sure you fill them out as well as the survey we will be sending you in May. This is how we get our satisfaction rating and we know that we are giving you a "value-added" experience. Although the committee (formerly called board) is set for this coming year, feel free to come to any of our committee meetings at the Holiday Inn in Owatonna and give us some input. We would love to have you attend.

Moving on to other things, our FMEA seminar is fast approaching. Don't miss your opportunity to attend a professional seminar that is being held locally. No hassles with airlines or hotel rooms - just park your car and walk right in. We have a great speaker lined up for this event and are sure that you will find your time has been well spent. And, if you have never attended a seminar or section meeting at Cabelas, I am sure that you will enjoy the accommodations as well as an opportunity to see one of the finest stores in the area.

And lastly, as our program year draws to a close, we have planned a fun-filled company tour for you and a companion. We are planning a trip to the Schell's Brewery in New Ulm on Saturday, May 14th. We have made arrangements for transportation and lunch at one of the quaint restaurants in downtown New Ulm. This event should be a great way to wrap up the program year! Hope to see you all there!

Sincerely,

Lisa Krause

2005-2006 Section Leadership Committee Officers

Chair	Lisa Krause
Secretary	Lorraine Morris
Treasurer	Bill Harris
Vice Chair	John Moorhouse
Audit Chair	Minnie Dunbar
Membership Chair	Tanya Walters
Education Chair	Brian Knutson
Program Chair	Russell Scheller
Certification/Recertification Chair	Lee Anderson
Internet Liaison	John Moorhouse
Newsletter Editor	Bill Harris

Company Sponsors & Profile

2004 - 2005
Company Sponsors

September
Blount, Inc.

October
Advanced Component
Technologies, Inc

November
Malt - O - Meal

December
Micron

January
Wenger

February
Fleetguard, Inc.

March
SPX Corporation

April
Truth Hardware

May
Kato Engineering

June
Northstar Quality, Inc.

July
OPEN

August
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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

Company sponsors also support our web site. Contact John Moorhouse at

john@northstarquality.com

to find out how your company can help.

ASQ Hiawatha Section 1214 & South Central Technical College***Annual Seminar*****FAILURE MODE AND EFFECTS ANALYSIS (FMEA)****Tuesday April 12, 2005****8:00 am to 4:30 pm****Cabella's, Owatonna****Cost: \$245****ASQ Members and Partners: \$220****Do you need to understand FMEA?**

Come to this one-day seminar and work through the FMEA steps. On April 12, 2005, you'll get a chance to attend an FMEA workshop led by Tom Humphreys of Advanced Quality Engineering. Under Tom's leadership, you will learn how to: apply FMEA for products and processes; relate FMEA to the requirements of ISO/TS16949:2002; calculate probability of survival and mean life; and calculate safety margin for product designs. You will take back with you the AIAG FMEA manual & handout materials, an understanding of product liability and reliability and how to improve product and process designs.

Topics covered:

- Failure distributions & safety margin
- Issues of product liability
- Rudiments of reliability
- Factors affecting quality
- Block diagrams & flowcharts
- Design FMEA
- Process FMEA

Who should attend: Product & Process Designers and Engineers. Manufacturing Engineers, Quality Engineers, Production Personnel, and Managers of these functions.

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.

For more information check our website: www.asq1214.org and click on Section Meetings

To Register

Call Laura at South Central Technical College at 507-332-5802

Register early for a chance at the "Early Bird" prize.

Quality & Performance Improvement Courses Spring 2005 Training Schedule

South  Central
TECHNICAL COLLEGE

FARIBAULT • MANKATO

South Central Technical College – Faribault Campus and ASQ – Hiawatha Section 1214 have teamed up to become southern Minnesota's leaders in providing affordable & professional quality training for local industries. Your training opportunities include seminars in ISO 9001 implementation, Six Sigma and Lean Manufacturing, as well as review classes for ASQ certifications.

FARIBAULT CAMPUS				
COURSE ID	COURSE NAME	DATES	TIME	TUITION
Quality Skill Development Workshops				
001335	<i>Applying SPC & Statistical Tools</i>	2/24/05	8a-4:30p	\$235
001337	<i>Geometric Dimensioning & Tolerancing</i>	3/8-3/9/05	8a-4p	\$375
001338	<i>Understanding & Implementing ISO 9001:2000</i>	3/15/05	8a-4:30p	\$235
001339	<i>Internal Auditor Skills</i>	3/16/05	8a-4:30p	\$235
001540	<i>Introduction to Lean Manufacturing</i>	3/17/04	8a-4:30p	\$235
001340	Problem Solving Tools & Methods	4/7/05	8a-4:30p	\$235
001341	Introduction to Quality	4/19-4/20/05	8a-4:30p	\$370
001336	Supplier Quality Management & Improvement	5/5/05	8a-4:30p	\$235
Certification Review Classes				
001342	<i>Certified Quality Manager (CQM) Review</i>	1/4-3/1/05	6-9 p	\$450
001343	<i>Certified Quality Technician (CQT) Review</i>	1/24-2/28/05	6-9 p	\$250
001344	<i>Certified Mechanical Inspector (CMI) Review</i>	1/24-2/14/05 3/1/05	6-9 p 6-9 p	\$250
001345	Certified Quality Auditor (CQA) Review	5/5-6/2/05	5:30-8:30 p	\$250
MANKATO CAMPUS				
COURSE ID	COURSE NAME	DATES	TIME	TUITION
Quality Skill Development Workshops				
001539	<i>Introduction to Lean Manufacturing</i>	3/16/05	8a-4:30p	\$235
001346	<i>Introduction to Quality</i>	3/30-3/31/05	8a-4:30p	\$370
001347	Project Management	4/6/05	8a-4:30p	\$235
001348	Corrective & Preventive Action Systems	5/3/05	8a-4:30p	\$235
001349	Introduction to Six Sigma	5/5-5/6/05	8a-4:30p	\$390
Certification Review Classes				
001351	<i>Certified Quality Technician (CQT) Review</i>	1/25-2/22/05	6-9 p	\$250
001352	<i>Certified Mechanical Inspector (CMI) Review</i>	1/25-2/15/05 2/24/05	6-9 p 6-9 p	\$250
001353	Certified Quality Auditor (CQA) Review	5/5-6/2/05	6-9 p	\$250

For more information contact Laura at 507/332-5802 or laura.hardy@southcentral.edu.

Faribault Campus ♦ 1225 3rd Street SW, Faribault MN 55021 ♦ 507/334-3965
Mankato Campus ♦ 1920 Lee Boulevard, North Mankato MN 56001 ♦ 507/389-7200

Supplier Management Learning Opportunities

ASQ's Customer-Supplier Division is pleased to bring two of its most popular 1-day courses to the Upper Midwest area. The first course, Quality Audits for Improved Supplier Performance is taught by Dennis Arter and the second course, Supplier Certification: The Quality Link in Supply Chain Management is taught by Dick Gould. While each class has a different emphasis, they complement each other very well. Many participants choose to take both.

Topics addressed in **Quality Audits for Improved Supplier Performance** is include:

- Supplier Quality
- Purchasing Controls
- Your Audit System
- Preparing to Audit
- Fieldwork
- Reporting Results
- Follow up

Topics addressed in **Supplier Certification: The Quality Link in Supply Chain Management** include:

- Supplier Certification?
- Introduction and Definitions
- Specifications
- What about ISO & Clones?
- Choosing Suppliers
- The Players
- Supplier Performance Measurement

Cities / Dates:

Minneapolis: Supplier Auditing - April 18 / Supplier Certification April 19

Chicago: Supplier Auditing - April 19 / Supplier Certification April 20

Milwaukee: Supplier Auditing - April 20 / Supplier Certification April 21

Significant discounts for early registration; attending both courses; or for sending three or more from the same company. For more information on courses or locations; to download a brochure; or, to register for the course, please visit www.asq.org/cs/courses

CONSULTANT REFERRAL NETWORK

The Minnesota Council for Quality – in cooperation with the Michigan Quality Council, the Ohio Partnership for Excellence, and the Wisconsin Forward Award – is pleased to announce the launch of the Consultant Referral Network©.

Located at www.consultantreferralnetwork.org, the Consultant Referral Network is a dynamic, web-enabled search tool that connects organizational improvement experts to client organizations seeking them. This service allows clients to outline their needs in terms of subject matter expertise sought, type of assistance desired (consulting, training, coaching, speaking, or facilitating), sector/industry expertise required, size of consulting firm desired, desired location of consulting firm, and years of experience preferred. The client can also weight the relative importance of each variable. The tool will then identify up to five consultants or firms that best match the client's needs.

“This service is extremely unique,” says Brian Lassiter, president of the Minnesota Council for Quality. “A few consultant directories exist, but this is the only tool to my knowledge that allows a client organization to search for consultants based on their specific needs. In this way, the Consultant Referral Network can much more effectively connect experts with organizations in need of assistance, where the two parties likely would not have otherwise found each other.” Organizations access this service throughout the year, seeking various subject matter experts that fit their requirements.

There is no charge for organizations to use this tool to search for consultants. “We hope to create awareness and encourage organizations to use this tool, because the more clients that find value in the service, the more valuable it becomes for consultants to list in it. And the more consultants who register, the more valuable the tool is for clients, because searches are from a broader base of expertise and capabilities.”

“Consultants, too, will benefit from the service,” adds Geri Markley, Executive Director for the Michigan Quality Council. “The service offers a potential channel of leads and a legitimate mechanism to create market awareness for the consultant's services and capabilities. It is independent and unbiased – which makes it credible and fair. And it is reasonably priced for consultants to get listed.”

Consultants pay a small fee for this service, and the pricing is flexible so the consultant can choose what best matches their needs – a higher up-front listing fee with lower subsequent referral fees for projects secured through the service, or a lower up-front listing fee with higher referral fees.

Consultants are also asked to agree to a Statement of Ethics as a prerequisite for being listed, which attempts to ensure a basic level of integrity with the firms that are listed. Once they complete the form and pay their listing fee, consultants await inquiries from organizational clients.

“This service provides a win-win-win,” says Lassiter. “The organizations win because they can more efficiently locate organizational improvement resources to help them advance improvement efforts in their operations. The consultants win because they may now get connected with organizations interested in their services. And the state quality programs win because we are offering a valuable service to stakeholders in our states.”

May ASQ Tour: August Schell Brewing Company

Join ASQ Hiawatha Section 1214 for a tour of the historic August Schell Brewing Company in historic New Ulm, Minnesota. The tour is open to section members and their families or guests. In addition to the many fine beers Schell's is noted for, they also make the famous 1919 Root Beer brand.

Visit the town that was nearly destroyed in 1862. Find out why the brewery was left untouched.

The tour starts at 11:00AM, and while there are no dining facilities at the brewery yet, we will provide a list of the many fine restaurants and eating places in downtown New Ulm. Bring the family and enjoy a pleasant day at the many unique shops and businesses New Ulm has to offer.

Cost is \$15 for adults, and includes \$10 in New Ulm Chamber Dollars good at virtually any restaurant and business in New Ulm. Kids are only \$2.

Interested in a bus or van? Let us know and we'll see if there are enough people from an area to get one.

QUALITY INFORMATION AVAILABLE AT THE LIBRARIES

How would you like to be able to borrow a book from the library when you want to understand a quality issue or need a reference book to help take an ASQ Certification test?

The Minnesota Libraries are on the internet (you may need to get a pin number from your local library to go along with your library card). If you just want to check it out first, logon as a Guest. At the top of the screen there are a few options. One is "other Logon Option." Click on it and it will tell you what you need for a password.

On the internet, go to www.MNLink.org. Select the option to do a *Search the MnLink Gateway*. Logon as a user or as a Guest. The next screen, select the area in Minnesota or what library groups you want. Click on *Go*. Now you are at the Search screen to do your search. Once you find your item, you can have it sent to your local library.

MNLink is starting a new search, where you can search all the libraries in the state and order on line. Just go out on the internet and check out MNLink and get your information through the library. Happy Hunting.

2005 Certification Schedule

2005 Certification Exam Dates & Application Deadlines		
Certification	Exam Date	Application Deadline
CSQE, CQIA, CCT, CQE, CQA	June 4, 2005	April 8, 2005

General

CQE = Certified Quality Engineer

CQA = Certified Quality Auditor

CQM = Certified Quality Manager

CRE = Certified Reliability Engineer

CSSBB = Certified Six Sigma Black Belt

CQIA = Certified Quality Improvement Associate

CSQE = Certified Software Quality Engineer

CQT = Certified Quality Technician

CMI = Certified Mechanical Inspector

HACCP = Hazard Analysis & Critical Control Point

CCT = Certified Calibration Technician

Contact Lee Anderson @ 612-963-2399 for information on Certification Exams, or Re-certification classes.

Certification Fees

New Exam Fees – 2005

	<u>Member</u>	<u>Non-Member</u>
Quality Manager	\$270	\$420
CQA, CQE, CRE, CSQE, CQA-HACCP, CQA-Biomedical	\$210	\$360
Certified Six Sigma Black Belt	\$180	\$330
CQT, CMI, CQIA, CCT	\$155	\$305

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

Retake Fee

Quality Manager	\$220	\$220
CQA, CQE, CRE, CSQE, CQA-HACCP, CQA-Biomedical	\$160	\$160
Certified Six Sigma Black Belt	\$130	\$130
CQT, CMI, CQIA, CCT	\$105	\$105

Re-Certification Fees

Quantity of Certifications

	<u>Member</u>	<u>Non-Member</u>
One Re-certification	\$30	\$50
Two or more Re-certifications	\$50 (Total)	\$50 (Each)

Re-Certify by Exam

Quality Manager	\$220	\$370
CQA/CQE/CRE/CSQE/CQA-HACCP/ CQA Biomedical	\$160	\$310
Certified Six Sigma Black Belt	\$190	\$340
CQT, CMI, CQIA	\$155	\$260
CCT	\$105	\$225

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.

2004-2005 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. ASQ National will begin sending email reminders to those members who have valid email addresses and bright colored postcards to those member who don't.
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. Some typical examples of supporting documentation include:
 - Letter from employer stating dates of employment and job duties.
 - Section monthly meeting attendance receipts.
 - Educational transcripts.
 - Education program or seminar outlines with certificates of attendance or instructors signature.
 - Written verification from your supervisor confirming videotape training completion with the subject and length of each video.
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 for **members** is \$30 for one re-certification and \$50 for two or more synchronized re-certifications. For **non-members**, the cost is \$50 for each re-certification. 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: **Lee Anderson, 342 E. Pearl Street, Owatonna, MN 55060.**
5. You can contact me by phone at (W) 612-963-2399 or (H) 507-455-3934, or feel free to email me at leeander50@mac.com.
6. After submission of your Journal, **allow six to eight weeks** to receive your re-certification confirmation from National ASQ.
7. **A special note for those who currently hold the CQA-HACCP add-on certification:** it will become its own stand-alone certification **effective October 1, 2004**, after that date it will become the Certified HACCP Auditor or CHA exam/certification. Requirements for CHA recertification will be just like those of the CQA, CQE, and so on. Anyone recertifying their CQA-HACCP before October 1, 2004 will follow the current recertification requirements. After October 1, 2004 then the CHA will require separate recertification. A special separate mailing notice will be sent to all current valid CQA-HACCP customers with regards to this change in August.

Two exam sites available in 1214:

You can now choose between Owatonna OR Hutchinson

In October 2004, Hiawatha Section 1214 arranged to have a site in Hutchinson, Minnesota approved as an official ASQ certification exam site. Contact Lee Anderson @ 612-963-2399 for instructions before registering.

ASQ Section Leadership Committee - 2004/2005

Name	Contact Information	Committee Position
Lisa Krause Malt-O-Meal 701 West 5 th St Northfield, MN 55057	Email: lisa_k_Krause@malt-o-meal.com Phone: 507-645-6681 Ext. 4304 Fax: 507-663-6242	Chairperson Program Chair
Shannon Bruhns Fleetguard Inc. 311 North Park Lake Mills, IA 50450	Email: Shannon.I.bruhns@fleetguard.com Phone: 641-592-7356 Fax: 641-592-1315	Vice Chairperson
Bill Harris Holm Industries PO Box 187 2523 South Bridge Street New Ulm, MN 56073	Email: bharris@holmindustries.com Phone: 507-354-3191 Fax: 507-354-3193	Treasurer Newsletter Editor Membership Chair
Lorraine Morris Advanced Components Tech, Inc. 91 16th Street South P.O.Box 168 Northwood, IA 50459	Email: lmorris@goact.net Phone : 641-324-4262 Fax: 641-324-3170	Secretary
Minnie Dunbar Fleetguard Inc. 311 North Park Lake Mills, IA 50450	Email: Minnie.e.dunbar@fleetguard.com Phone: 641-592-7395 Fax: 641-592-1315	Auditing Chair
Dick Sunsdahl South Central Technical College 1225 3 rd St SW Faribault, MN 55021	Email: dick.sunsdahl@southcentral.edu Phone: 507-334-3965 Fax: 507-332-5888	Education Chair Historian
Lee Anderson Partners for Change PO Box 293 Owatonna, MN 55060-0293	Email: lee.anderson@bevcomm.net Phone: 612-963-2399	Certification Chair Recertification Chair
John Moorhouse Northstar Quality, Inc. 45526 Linda Lane Kilkenny, MN 56052	Email: john@northstarquality.com Phone: 507-279-3513	Internet Liaison (Web Master)