



August 2006

2006-07 Section Dinner Meetings:

Unless noted, Section Meetings are held at Cabella's in Owatonna.
Registration at 5:30 PM
Dinner at 5:45 PM
Program at 7:00 PM

- ⇒ September 14 – Tour: Sage Company
- ⇒ October 12 – Food Safety / Iso 22000
- ⇒ October 26 – Process Audits - Hutchinson
- ⇒ November 9– MN Quality Award Recipient: ISJ Hospital
- ⇒ December 14 – Member Appreciation
- ⇒ January 8 – Joint ASQ / APICS,
- ⇒ February 8 - TBD
- ⇒ March 8 - TBD
- ⇒ April – Annual Spring Seminar – TBD
- ⇒ May 11– Spring Tour – Malt-O-Meal

August Sponsor:



QC INSPECTION SERVICES, INC.
Training/Consulting - Accredited Lab - QC Staffing

August Highlights

Question of the Month

Because of the great feedback from our Spring Seminar with John Lindstrom, we are thinking about having John back again next spring. Our question:

Would you prefer a two day seminar that would cover a topic in more depth, or a one day seminar that may not get into as much detail?

(The Mistake Proofing seminar last spring was a condensed version of a 2 day program John usually puts on.)

The Inside Story:

- Welcome our newest Sponsor: QC Inspection Services p 3
- South Central & Ridgewater College class offerings p 5
- Become a Minnesota Quality Award Assessor p 6
- Minnesota Quality Conference October 9 – 10 p 7
- Certification Exam Deadlines p 8

Report from the Chair

What is Quality?

I just got done watching the new video (<http://www.asq.org/about-asq/who-we-are/history.html>). Pretty good video and I invite everyone to watch. Clearly it is marketing hype to get prospective new members to join ASQ but still, I was struck by the focus of the video – “Make Good Great.” It seems to me that is what we all should strive for. Think about when you were the most enthusiastic about your job, or anything for that matter. Wasn’t it was because you were part of something beyond simply good? You were part of something that was great. What you were doing mattered.

I kind of feel that way with our section. We have had a very good year last year. The annual seminar on error-proofing was very successful. The one prior to that in 2004 on FMEA also was very successful. Our meeting attendance is growing. Our focus is on providing education and training on quality tools that our members want and need. But I understand all too well that the focus can’t be on the successes our team has had because it is not about us. It is about you, our members. You are what makes this section good or great. You are what makes a quality section. Your attendance at monthly meetings, your feedback at the meetings, your emails to the question of the month, all the things you do...or don’t do contribute to the effectiveness of the section. I personally want to thank you for that involvement. I also want to invite those you who have not been to a dinner meeting lately or have never been to one to make it a point to come this year. I also ask our entire membership to think about how we can help you in your work. Send us an email. Call one of us. Let’s have a conversation about what the section can do to improve. I look forward to hearing from you.

Lee Anderson
Section 1214 Chair

Do all of your Quality colleagues receive this e-letter? If not, please forward this copy to them and have them follow these instructions.

To sign up for Section 1214 email Newsletter:

1. Go to www.asq.org
2. Click on **ASQ Members Sign-In**
3. Enter your ASQ member number and password
4. Click on **Change Address** and select **Set Preferences**
5. Find **E-mail Addresses & Preferences** and enter your email address if it isn’t listed, and click on **Sections**. (Read the Membership Privacy paragraph carefully!)
6. Click on **Continue**
7. Click on **Continue**
8. Click on **Close Window**

This Month's Sponsor Profile



QC INSPECTION SERVICES, INC.

Training/Consulting • Accredited Lab • QC Staffing

800-959-0632

2005 - 2006
Company
Sponsors

July
OPEN

August
QC
Inspection
Services

September
Northstar
Quality, Inc.

October
Advanced
Component
Technologies,
Inc

November
Malt - O - Meal

December
Northstar
Calibration, Inc.

January
Fleetguard, Inc.

February
Wenger

March
Truth Hardware

April
Kato
Engineering

May
Blount, Inc.

June
OPEN

QC Inspection Services, Inc. has been providing the same three, very unique quality control and manufacturing related services for over 20 years.

TRAINING AND CONSULTING

The QCIS **training division** has trained thousands of individuals through our public workshops as well as delivering our customized workshops to their customers' facilities. Their professional trainers, all experts in their fields, leverage the latest practical knowledge to support their customers' manufacturing processes improvement efforts. They will ensure that after a training workshop, their client's will return to the workplace with the skills and competencies they need to perform at maximum effectiveness.

The courses they provide range from technical courses such as GD&T and Print Reading to ISO management Lead Auditor workshops.

Through their **consulting division**, they provide consulting, ISO training, coaching, and project assistance in support of their customers' organizational improvement efforts and their customers' goal of implementation of international system standards. Also covered are QS9000, Benchmarking, Competitive Analysis, TQM, SPC implementation Six Sigma implementation and more.

Their expert trainers and consultants bring their customer's from concept to certification as they tread the certification road together. They have quality professionals on staff and a network of consultants and trainers that have performed numerous projects - from simple daylong consultation to implementation of entire quality systems.

QUALITY AND MANUFACTURING RELATED STAFFING

In 1987, QCIS began offering temporary staffing services. **QC Staffing Services**, the company's staffing group, provides temporary quality and manufacturing professionals (including CAD) and project support for short-term and long-term staffing needs. Their candidates are interviewed, tested, screened and their skills evaluated. Hands-on assessments are used for a variety of related skills. Candidates interested in applying for a position meet with a Staffing Coordinator to thoroughly discuss their current and future employment goals and objectives.

FIRST ARTICLE AND ENGINEERING LAB

First articles and dimensional inspections are the most common service provided by their ISO 17025 accredited inspection lab. All of their inspectors are ASQ certified to the inspector, technician or engineer levels. With this level of knowledge coupled with over 300 years of combined experience in the quality field, it's no wonder that their customers continue to rely on them for accuracy, timeliness and excellent service.

QCIS has been performing **reverse engineering** services since 1986. That experience has developed into a robust process designed to first capture a customer's project goals and objectives before geometry capture actually begins. This is a critical first step in reverse engineering. What they deliver, and the format the results are delivered in are very dependent on the geometry's end use. A critical objective is to understand the customers' needs for each project.

Contact: Dan Medford - (800) 959-0632, dmedford@qcinspect.com, www.qcinspect.com.

ASQ Recognizes Section 1214 SMP Gold Section Excellence!

At the May ASQ Quality Conference, ASQ National recognized Hiawatha Section 1214 for their efforts in achieving the SMP Gold Level award. The Section Management Process (SMP) is a section management model that was developed to assist sections in their planning and implementation of services and programs that will meet the needs of current and future members.

Section Excellence is one of the highest levels of achievement in SMP, and the only one that is determined by section members. Sections that reach any level of Section Excellence prove their dedication and commitment to providing quality programs and services. A section is awarded Section Excellence by meeting or exceeding the Society's objectives in satisfaction and loyalty and by meeting or exceeding the section's retention rate from the previous membership year.

Section 1214 proved their dedication and commitment to their members by developing a business plan that provided valuable quality programs and services to their members and achieved at least 75 percent of these goals for the 2004-05 year (awarded in 2006).



Lisa Krause, Hiawatha Section Chair, receives SMP Section Excellence Gold Award at the ASQ World Conference in Milwaukee. Pictured are: Jerry Mairani, Ron Atkinson, Lisa Krause, and Clay Hodges.

Thanks to all of the Hiawatha Section 1214 members for helping our Section win this prestigious award.

South Central College and Ridgewater College-Hutchinson Announce Fall Courses

South Central College, Faribault and Mankato campuses, in cooperation with Ridgewater College-Hutchinson, is pleased to announce their fall quality and performance improvement curriculum. Section 1214 members receive a 10% discount.

The following courses will be held at the **Faribault campus** (prices before member discount):

9/11-10/16 Certified Quality Technician (CQT) Review; \$300
9/11-10/9 Certified Mechanical Inspector (CMI) Review; \$250
9/19-10/17 Certified Manager of Quality/Organizational Excellence Review; \$450
9/25 Applying SPC & Statistical Tools; \$235
9/26 Technical Writing for the Quality Professional; \$125
10/11 Project Management; \$235
10/12 Microsoft Project 2003; \$235
10/16 Electrostatic Discharge Basics; \$235
10/24 Supplier Quality Management & Improvement; \$235
10/30-11/27 Certified Quality Improvement Associate (CQIA) Review; \$250
11/1-11/29 Certified Quality Auditor (CQA) Review; \$250
11/8 Understanding & Implementing ISO 9001:2000; \$235
11/9 Internal Auditor Skills; \$235
11/14 Food Safety Management Systems ISO22000; \$235
11/15 Planning & Conducting Food Safety Audits; \$235
11/30 Problem Solving Tools & Methods; \$235
12/12 AIAG FMEA & Control Plans; \$235

The following courses will be held at the **Mankato campus** (prices before member discount):

10/10 Problem Solving Tools & Methods; \$235
10/17 AIAG FMEA & Control Plans; \$235
12/5 Project Management; \$235
12/6 Microsoft Project 2003; \$235
12/19 Supplier Quality Management & Improvement; \$235

The following courses will be held at the **Hutchinson campus of Ridgewater College** (prices before member discount):

9/27 Understanding & Implementing ISO 9001:2000; \$235
9/28 Internal Auditor Skills; \$235
10/17 Calibration Processes; \$125
10/17 Calibration of Dimensional Gages; \$125
10/18 Gage Repair; \$235
11/13 Electrostatic Discharge Basics \$235

For more information, please contact Laura Hardy at 507-332-5802 or at laura.hardy@southcentral.edu or contact Brian Knutson at 507-332-5874 (brian.knutson@southcentral.edu). You can also find more information on the Council's Clearinghouse at www.councilforquality.org/improve_events.cfm .

Join the 2006 Board of Evaluator - Fall Training Dates Set

Are you interested in learning more about what makes organizations successful? Are you interested in helping other organizations -- such as schools, hospitals, non-profits, and businesses -- around the state improve their performance? Would you be interested in networking, learning, and sharing with others who feel the same way?

The **Minnesota Council for Quality** is seeking candidates for the 2006 Minnesota Quality Award Board of Evaluators. There are many benefits to becoming an Evaluator, such as:

- * strengthening your ability to understand what factors drive organizational results,
- * networking with peers across the state,
- * forming deep relationships with professionals and leaders interested in organizational improvement,
- * reviewing performance of organizations throughout the state (possibly identifying best practices for your organization), and
- * developing other professional skills such as analysis, consensus- and team-building, interpersonal, written communication, interviewing, and systems thinking.

Many Evaluators consider the experience to be among the most valuable of their careers. Furthermore, Evaluators can earn post-graduate credit for participating in training. For interested Evaluators, the University of Wisconsin-Stout will offer three (3) hours of credit in partnership with the Minnesota Council for Quality.

If you are interested in joining the 2006 Board of Evaluators, the fall training session will be **October 3-5** (in Roseville). In addition to the full three-day training session, new Evaluators are also required to attend a one-day orientation (either September 7, 12, or 13).

Applications for new Evaluators are due 9/1. Applications for returning Evaluators (which only require updates from your most recent application) are due 9/22.

We hope that you would consider (re)joining the Board of Evaluators and/or encourage others to do so. For more information or for an application, please visit www.councilforquality.org/assess.cfm, email us at kathryn.mackin@councilforquality.org, or call 612-462-3577.

RAQC Hosts Baldrige Award Winner Jenks School District August 25

The Rochester Area Quality Council (RAQC), in cooperation with the Rochester Area Math and Science Partnership (RAMSP) and the MN Council for Quality, are pleased to host Jenks Public School (JPS) District, a 2005 Baldrige National Quality Award recipient in education, on Friday, **August 25** from 7:15 AM to 11:00AM . The session will be at the Rochester Public Schools' Education Service Center (ESC), 334 16 th Street SE , Rochester .

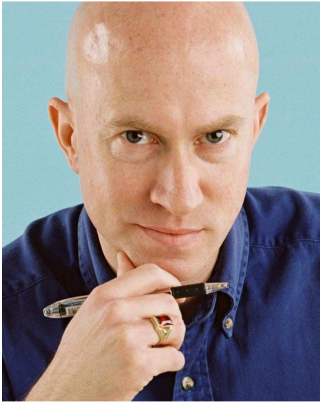
In an interactive session, Diane Bosworth, Ed. D. Assistant Superintendent of Curriculum and School Improvement, and Shan Glandon, Director of Curriculum and Instruction, will share some of their best practices for achieving extraordinary levels of student achievement, as well as some of their strategies for improving financial/budgetary performance, operational performance, and faculty/staff-related performance. More information on Jenks can be found at http://www.nist.gov/public_affairs/baldrige_2005/jenks.htm.

This session will have a focus on achieving excellence in K-12 education, but the best practices translate to other sectors and industries.

Cost is \$10 for the first hour overview or \$49 for the entire morning; breakfast is included. For more information, visit www.raqc.com . To register, contact Kay Wiegert at kay.wiegert@roch.edu or 507.285.7560 (include name, organization, email, billing address, whether you are attending the first hour only or the entire morning).

**53rd annual
MINNESOTA QUALITY CONFERENCE
October 9 & 10, 2006
Minneapolis Airport Marriott, Bloomington, MN**

MARK YOUR CALENDARS NOW!



**KEYNOTE PRESENTATION:
THE TOP 10 QUALITY MISTAKES**

By **CRAIG COCHRAN**, CQM, CQE, QMS, Lead Auditor, author: "The Continual Improvement Process: From Strategy to the Bottom Line" and more.

The easiest way to improve is to learn from the mistakes of other people. (And there are plenty of quality mistakes out there to learn from!) Craig Cochran has spent the last 20 years analyzing, investigating, and helping to fix quality mistakes in a wide range of organizations. Please join us for an entertaining and engaging discussion of the most common quality mistakes and what can be done about them.

Craig Cochran is the North Metro Regional Manager for Georgia Tech's Economic Development Institute. He has an MBA from the University of Tennessee and a bachelor's degree in industrial management from the Georgia Institute of Technology. Cochran is a Certified Quality Manager, Certified Quality Engineer, and Certified Quality Auditor through the American Society for Quality. He's certified as a QMS Lead Auditor through the RABQSA.

MONDAY highlights will include:

Keynote presentation, concurrent sessions, and exposition.

Topics: Six Sigma, Quality Tools, Supplier Quality, Voice of the Customer, and Leadership

TUESDAY highlights will include:

Full day workshops for more advanced and hands on learning including:

DOE/RSM, robust tolerance, TRIZ, root cause and 8-D problem solving, voice of the customer, and LEAN.

Rates:

	One Day	Two Days
Member:	\$300	\$500
Non-member:	\$350	\$600

Contact us:

Minnesota Quality Conference Offices

651.779.1824

mnqualconf@mnasq.org

**MORE INFORMATION AND ON LINE REGSITRATION AVAILABLE
AT: WWW.MNASQ.ORG**

Certification Schedule

Effective November 28, 2005

Contact our Certification Chair, Lee Anderson, at 612-963-2399 or lee.anderson@bevcomm.net for information on Certification Exams or Certification Review classes. Additional special certification exam dates can be found at www.asq.org/certification/faq/09.html

2005 Certification Exam Dates & Application Deadlines		
Certification	Exam Date	Application Deadline
CQA-Biomedical, CHA, CRE, CQT, CMI, Certified Quality Manager (<i>will be replaced with new Manager of Quality / Manager of Organizational Excellence; MOQ/MO in 2006</i>), CSSBB	October 21, 2006	August 18, 2006
CSQE, CQIA, CCT, CQE, CQA	December 2, 2006	October 6, 2006

CQE = Certified Quality Engineer	SQE = Certified Software Quality Engineer
CQA = Certified Quality Auditor	CQT = Certified Quality Technician
CQM = Certified Quality Manager	CMI = Certified Mechanical Inspector
CRE = Certified Reliability Engineer	CCT = Certified Calibration Technician
CQIA = Certified Quality Improvement Associate	CHA = Hazard Analysis & Critical Control Point (HACCP) Auditor
CSSBB = Certified Six Sigma Black Belt	

Exam Site Registration (2 sites available)

The section has two exam site locations; Owatonna located at Truth, Inc., and Hutchinson located at Ridgewater College. The default exam site is in Owatonna. It is the site any person taking an exam is automatically assigned when they register and pay to take an exam. The Hutchinson site is an alternate site. Currently, ASQ can only register people for one default site. If a person taking an exam wants to be assigned to the alternate Hutchinson site, they must CALL ASQ at (800) 248-1946 and speak to Ms. Venita Johnson. She is responsible for helping administrate certification exams for Section 1214, Hiawatha Section. This needs to be done as soon as possible after registering and paying for an exam. Ms. Johnson will assist anyone who calls with getting transferred to the Hutchinson site.

Certification Fees

Certification / Re-certification Fees

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

Re-Take Fees

Quality Manager	\$220	\$220
CQA, CQE, CRE, CSQE, CHA, CQA-Biomedical	\$160	\$160
CSSBB	\$130	\$130
CQT, CMI, CQIA, CCT	\$105	\$105

Re-Certification Fees

Quantity of Re-certifications:

One Re-certification	\$30	\$50
Two or more Re-certifications	\$50 Total	\$50 Each

Re-Certify by Exam

Certified Quality Manager	\$220	\$370
CQA, CQE, CRE, CSQE, CHA, CQA-Biomedical	\$160	\$310
CSSBB	\$190	\$340
CQT, CMI, CQIA	\$155	\$260
CCT	\$105	\$255

Payment: 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).

Please Note: \$50.00 of your fee is an application fee and is not refundable.

ASQ Section Leadership Committee - 2005/2006

Name	Contact Information	Committee Position
Lee Anderson Partners for Change PO Box 293 Owatonna, MN 55060	Email: lee.anderson@bevcomm.net Phone: 612-963-2399	Chairperson
John Moorhouse Northstar Quality, Inc. 45526 Linda Lane Kilkenny, MN 56052	Email: john@northstarquality.com Phone: 507-279-3513	Vice Chairperson Internet Liaison
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	minnie.e.dunbar@Fleetguard.com Phone: 641-592-7395 Fax: 641-592-1315	Treasurer Historian
Lisa Krause Malt-O-Meal 701 West 5 th St, Northfield, MN 55057	lisa_k_Krause@malt-o-meal.com Phone: 507-645-6681 Ext. 4304 Fax: 507-663-6242	Marketing & Public Relations
Prashanth Prabhakar Rochester Medical Corporation 1 Rochester Medical Dr NW Rochester, MN 55976	Email: ppprabhakar@rocm.com Phone: 507-753-3960	Internet Liaison Chair
Andy Kollengande Austin Packaging Company 2012 26th St SE, Rochester, MN 55904	Email: akollengode@yahoo.com Phone: 507-433-6623 Fax: 507-433-9717	Membership Chair
Brian Knutson South Central Technical College 1225 3 rd St SW, Faribault, MN 55021	BRIAN.KNUTSON@southcentral.edu Phone: 507-334-3965 Fax: 507-332-5888	Education Chair
Michael Oliszcak Fleetguard Inc. 311 North Park, Lake Mills, IA 50450	Email: moliszcak@charter.net Phone: 641-592-7295 Fax: 641-592-1315	Certification Chair Recertification Chair
Russell Scheller Kato Engineering PO Box 8447 2075 Howard Drive, Mankato, MN 56003	Email: Russell.Scheller@LSUSA.com Phone : 507-345-2720 Fax: 507-345-2809	Program Chair Seminar Chair
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