

December 2005

Section Dinner Meetings:

December 8 – Member
Appreciation, Gavin Jerome –
The Morale Mechanic

January 12 – Joint meeting with APICS,
Supply Chain Management

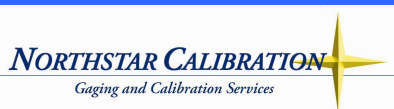
February 9 - ROHS: Reduction of
Hazardous Substances

March 9 - Calibration: Gage R&R

April 20 – Annual Spring Seminar
Eliminating Human Error

May – Spring tour - tbd

December Sponsor:



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Question of the Month:

What areas of supplier quality are of interest to you?

- Global Sourcing
- Supplier Auditing
- Supplier Metrics/feedback
- 3rd Party Inspection
- Other _____

We are again going to offer a gift certificate to a name randomly selected from those responding.

Respond to bharris@holmindustries.com



Ed Lyons, selected at random from the October QoM respondents, receiving a Kwik Trip gift card from Section Chair Lisa Krause.

Chairperson's Corner

Hello Everyone!

Well, you knew the nice weather couldn't hold out forever. The blast of cold and snow this last week was a rude awakening, letting us know that winter is definitely on its way. (Ugh! I used to really like winter!) But on a brighter and much warmer note, it was good to see the number of people that attended the November meeting. Brian Lassiter gave us a lot of information on the workings of the Minnesota Council for Quality and explained how the award works. Brian is a very dynamic speaker and our section looks forward to collaborating with the organization in the future.

Our December program again will be our annual membership appreciation dinner. We have a real treat planned for you as we have booked Gavin Jerome as the speaker for the evening. He has presented for large companies such as IBM and Sears and we are lucky to get him for our meeting. Check out his website (www.gavinjerome.com or www.moralemechanic.com) and you will see what I mean! We also have a great meal planned, door prizes and a free gift for all members. Guests are welcome to attend as well!

And before I go, I would like to remind everyone that board elections are right around the corner. If you would like to join our zany group of committee leaders, send me an email or give me a call. We would love to have you serve on a committee or organize our yearly seminar. We need people with new thoughts and ideas and have a passion for quality to serve on our board. There are a lot of roles available and one of them might just be what you are looking for to enhance your ASQ experience. You will hear more about this in the December newsletter.

Have a great Thanksgiving!

Sincerely,

Lisa Krause

November Section Meeting Review

Brian Lassiter with the Minnesota Council for Quality presented a nice overview of what the Council stands for and the many quality services they provide. In addition to administering the Minnesota Quality award process, they also provide:

- Improvement Clearinghouse
- Consultant Referral Network
- Performance Improvement Network
- Partnerships/Alliances
- Benchmarking (coming)

If anyone is interested in having a copy of the PowerPoint presentation, contact Lisa Krause or Bill Harris.

Company Sponsors & Profile

2004 - 2005
Company Sponsors

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Technologies, Inc

October
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November
Northstar Calibration,
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December
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January
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March
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Kato Engineering

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Blount, Inc.

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Northstar Quality, Inc.

July
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August
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Northstar Calibration, Inc. is your **full-service provider for gaging and calibration services**. Whether your needs are routine calibrations, special application gaging, on-site calibration services, the purchase of standard measurement instruments, repair of gages, or perhaps help with your internal metrology processes, we can provide an economical solution for you.

As an **A2LA ISO/IEC 17025 accredited laboratory**, we're highly focused on consistent and precise results. Check out our scope of accreditation on our website at www.northstarcalibration.com. Regardless of the industry you're in, this accreditation is your peace of mind that your measurement devices are accurate to meet your needs.

We're a locally-owned business, so you'll get personal attention every time!

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- Gage capability, linearity, bias, & stability studies
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- Training for your internal calibration personnel
- Product inspection processes

Contact Us:

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Address: 3325 9th St NW

Owatonna, MN 55060

Website: www.northstarcalibration.com



Certification #462.02

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

john@northstarquality.com

to find out how your company can help.

December Section Program:

Program: ***If You Can Laugh At It, You Can Live With It!***

Speaker: Gavin Jerome – The Morale Mechanic

Date: Thursday December 8, 2005

Place: Cabelas
3900 Cabelas Drive
Owatonna, MN 55060

Time: 5:30 p.m. Registration/Networking
5:45 p.m. Dinner
6:30 p.m. Meeting/Speaker

Menu: Baked Ham - Au Gratin Potatoes, Green Beans, Salad, Roll, Beverage, & Dessert

* For special dietary needs, contact Lisa Krause (Spouses or guests are welcome at all meetings)

Cost \$20.00

Reservations due by, **12:00 Noon, Monday December 5.** Please contact:

Lisa Krause, Section Chairperson 507-645-6681 x4304

Or email at lisa_k_krause@malt-o-meal.com

Program and Speaker:

If You Can Laugh At It, You Can Live With It!

Stress levels are on the rise as people are being asked to do more with less. Burn out levels are at an all time high and fun meters are bottoming out daily. The health implications of a high stress workplace are enormous. Stress and stress related problems cost American companies an estimated 200 billion dollars a year in lost revenue. How can anyone survive in this uncertain business climate?

Easy!

By injecting your work environment with a much needed morale boost!

In this, high energy, humorous program, Gavin Jerome, The Morale Mechanic will provide you will tools, tips and techniques to reduce stress, improve morale and boost your bottom line!

You will learn:

- ✓ The 3 L's that will improve anyone's sense of humor (even those in your facility that are humor impaired)
- ✓ The single most powerful technique to manage your workplace stress
- ✓ Small steps that will improve morale immediately
- ✓ How to get your message across more effectively with humor
- ✓ How Stress Can Kill but Humor Can Heal
- ✓ Why Customer Service must come from within
- ✓ How humor can help change your perspective

This session will educate, invigorate and leave you laughing!

Laughter is Contagious, so is negativity. Which one do you want to spread?

Productivity is fueled by fun!

If you can laugh at it, you can live with it!

The Morale Mechanic

Gavin Jerome has been a professional entertainer for the past 15 years. He has worked with the likes of:

- Jerry Seinfeld
- Paul Reiser
- Rosie O' Donnell
- Steve Harvey
- Pat Paulson

For nearly a decade, Gavin has been providing humor workshops for companies worldwide. His client list includes:

- 3M
- IBM
- Sears
- The Principal Financial Group
- Mayo Health System
- The United States Probation Office

Gavin has been featured in such notable publications as:

- The Chicago Tribune
- The Dallas Morning News
- The Denver Post

His best selling book, "*The Comedy College How-To-Handbook*" is now in its 4th printing.

He has never had a day job and he has never sold Amway...

News from the Minnesota Council for Quality

Dear colleague,

Minnesota has long been considered a “better than average” place to live: education is strong, the workforce is productive, the culture and arts are second to none, businesses are well managed, and the list goes on. But the world is changing, and what will be required for future success in this state is different than in the past. Minnesota must change to remain competitive.

The Minnesota Council for Quality is pleased to welcome **Dr. Fred Zimmerman**, Professor of Engineering & Technology Management at the University of St. Thomas, to the December 1 Performance Improvement Network (PIN) discussion. Fred will share his insights on what changes Minnesota (along with many other states) needs to take in order to remain competitive in world markets. He will discuss changes in education, investment, society-wide productivity, character formation, and technical achievement.

The discussion is from **8:00-9:00 a.m. on December 1** (networking and continental breakfast begin at 7:30 a.m.) at the Minneapolis Community and Technical College (MCTC), 1501 Hennepin (15th and Hennepin), downtown Minneapolis, Room L3000 (Wheelock-Whitney Library). Parking is available at their ramp across Hennepin. Admission is FREE for Council members; \$10 for partner organizations; \$20 for the public. Space is limited so register today by responding directly to me; for more information, please visit www.councilforquality.org/performance.cfm.

Sincerely,

Brian Lassiter
President, Minnesota Council for Quality

Section 1214 Partners in Quality

South Central College www.southcentral.edu

APICS – Southern Minnesota Chapter www.apicssomn.org

ASQ Winona-La Crosse Section 1216 www.asq1216.org

Rochester Area Quality Council www.raqc.com

Minnesota Council for Quality www.councilforquality.org

Southern MN Chapter of SME. <http://chapters.sme.org/162/homepage.htm>

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

Rochester Area Quality Council

**Winning Leadership
A Results Focused Approach**

Greg Lappin, General Manager of the Rochester Athletic Club

**Tuesday, December 6, 2005
7:30 to 9:00a.m.**

Location:

University Center Rochester, Coffman Building, Room CF206-208

The complexities of leadership are presented in a comprehensive program applicable to any business structure. This is accomplished with two simple definitions and one formula. This complete system is founded in reliable theory, supported with proven results, and attendees leave with extensive, practical take home materials.

Greg Lappin was one of the founders of the Rochester Athletic Club where he has served as General Manager from the club opening in 1993. Greg has received a variety of athletic club industry awards including NOVA 7 Awards-the "Academy Award" of the athletic club industry. He is the author of "Tennis Doubles, Winning Strategies at All Levels" a national best seller. As a volunteer, Greg chairs the Leadership and Learning Committee for the United States Tennis Association and sits on the Board of Directors for the International Health, Raquet and Sportclub Association.

Program Costs:

Member \$10 Non-Member \$20

Check www.raqc.com for all the details and to register today!

GAIN RECOGNITION-BECOME A SENIOR ASQ MEMBER

Demonstrate your professional growth and accomplishments in the quality profession by becoming an ASQ Senior Member. You will receive recognition from ASQ, additional benefits, and the opportunity of being nominated to the grade of Fellow Member. Just complete an application and send it to your Section Examining Chair for approval.

Access the application by clicking >senior.pdf at <http://www.asqnet.org/members/leadership/index.html>

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**

We do not sell or give out anyone's email address. Section 1214 will email members the monthly newsletter, spring seminar information, and certain special announcements during the year. We will not swamp you with messages.



FARIBAULT • MANKATO

**Fall Semester 2005 ♦ Customized Training
Quality & Performance Improvement Courses
in partnership with
American Society for Quality – Hiawatha
Section 1214**

Faribault Campus

COURSE ID	COURSE NUMBER	COURSE NAME	DATES	DAY	TIME	TOTAL HOURS	INSTRUCTOR	TUITION
Quality Skill Development Workshops								
001215	CTTQ8402	Setting Up An Internal Training Website	9/13-9/15/05	TWH	8a-12n	12	L Anderson	\$295
001210	CTTQ8006	Introduction to Quality	9/28-9/29/05	WH	8a-4:30p	16	Moorhouse	\$370
001209	CTTQ8069	Lean Thinking	10/4/05	T	8a-4:30p	8	L Anderson	\$235
001214	CTTQ8025	Technical Writing for the Quality Professional	10/11/05	T	9a-12n	3	G Wolf	\$65
001207	CTTQ8063	Understanding & Implementing ISO 9001:2000	10/19/05	W	8a-4:30p	8	Moorhouse	\$235
001208	CTTQ8062	Internal Auditor Skills	10/20/05	H	8a-4:30p	8	Moorhouse	\$235
001211	CTTQ8212	Process Control	10/25/05	T	8a-12n	4	Moorhouse	\$95
001216	CTTQ8035	Introduction to Six Sigma	11/8/05	T	8a-4:30p	8	Mize	\$255
001217	CTTQ8403	Six Sigma Tools & Analysis Using Microsoft Excel	12/8-12/9/05	HF	8a-4:30p	16	Mize	\$390
001212	CTTQ8209	Project Management	12/13/05	T	8a-4:30p	8	Moorhouse	\$235
001213	CTTQ8401	Microsoft Project 2003	12/14/05	W	8a-4:30p	8	L Anderson	\$235
Certification Review Classes								
001219	CTTQ8009	Certified Quality Technician (CQT) Review	9/12-10/17/05	M	6-9 p	18	Glassel (ITV)	\$300
001220	CTTQ8078	Certified Mechanical Inspector (CMI) Review	9/12-10/10/05	M	6-9 p	15	Glassel (ITV)	\$250
001222	CTTQ8024	Certified HACCP Auditor (CHA) Review	9/28-10/19/05	W	5:30-8:30p	12	Mayer	\$200
001221	CTTQ8038	Certified Calibration Technician (CCT) Review	10/24-11/21/05	M	6-9 p	15	Glassel (ITV)	\$250
001218	CTTQ8018	Certified Quality Improvement Associate (CQIA) Review	10/25-11/22/05	T	6-9 p	15	Wolf	\$250

Mankato Campus

COURSE ID	COURSE NUMBER	COURSE NAME	DATES	DAY	TIME	TOTAL HOURS	INSTRUCTOR	TUITION
Quality Skill Development Workshops								
001225	CTTQ8069	Lean Thinking	10/5/05	W	8a-4:30p	8	L Anderson	\$235
001226	CTTQ8081	Problem Solving Tools & Methods	11/08/05	T	8a-4:30p	8	Moorhouse	\$235
001229	CTTQ8208	ISO, Continual Improvement & Management Responsibilities	11/22/05	T	8a-12n	4	Moorhouse	\$95
001223	CTTQ8063	Understanding & Implementing ISO 9001:2000	11/30/05	W	8a-4:30p	8	Moorhouse	\$235
001224	CTTQ8062	Internal Auditor Skills	12/01/05	H	8a-4:30p	8	Moorhouse	\$235
001227	CTTQ8209	Project Management	12/6/05	T	8a-4:30p	8	Moorhouse	\$235
001228	CTTQ8401	Microsoft Project 2003	12/7/05	H	8a-4:30p	8	L Anderson	\$235
Certification Review Classes								
001219	CTTQ8009	Certified Quality Technician (CQT) Review	9/12-10/17/05	M	6-9 p	18	Glassel (ITV)	\$300
001220	CTTQ8078	Certified Mechanical Inspector (CMI) Review	9/12-10/10/05	M	6-9 p	15	Glassel (ITV)	\$250
001221	CTTQ8038	Certified Calibration Technician (CCT) Review	10/24-11/21/05	M	6-9 p	15	Glassel (ITV)	\$250

www.asq1214.org
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Certification Schedule

Effective April 1, 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.

2005 Certification Exam Dates & Application Deadlines		
Certification	Exam Date	Application Deadline
CSQE, CQIA, CCT, CQE, CQA	December 3, 2005	October 21, 2005

CQE = Certified Quality Engineer

CQA = Certified Quality Auditor

CQM = Certified Quality Manager

CRE = Certified Reliability Engineer

CQIA = Certified Quality Improvement Associate

CHA = Hazard Analysis & Critical Control Point (HACCP) Auditor

SQE = Certified Software Quality Engineer

CQT = Certified Quality Technician

CMI = Certified Mechanical Inspector

CCT = Certified Calibration Technician

CSSBB = Certified Six Sigma Black Belt

Certification Fees

New Exam Fees – 2005

	Member	Non-Member
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	

Re-Certification Fees

Quantity of Certifications

	Member	Non-Member
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 - 2005/2006

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
John Moorhouse Northstar Quality, Inc. 45526 Linda Lane Kilkenny, MN 56052	Email: john@northstarquality.com Phone: 507-279-3513	Vice Chairperson Internet Liaison (Web Master)
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
Tanya Walters Sur-Modics 9924 West 74 th St Eden Prairie, MN 55344	Email: twalters@surmodics.com Phone : 952-278-2607 Fax: 952-829-2743	Membership Chair
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 Historian
Brian Knutson South Central Technical College 1225 3 rd St SW Faribault, MN 55021	Email: brian.knutson@southcentral.edu Phone: 507-334-3965 Fax: 507-332-5888	Education Chair
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
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
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