



December 2007

2007-08 Section Dinner Meetings:

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

- ⇒ September 13, 2007 – Calibration – Tour of North Star Calibration
- ⇒ October 11, 2007 – LEAN – Charles Skinner
- ⇒ November 8, 2007 – Tim Schweizer, Ph.D from Luther College will speak on TRIZ
- ⇒ **December 13, 2007 – Member Appreciation - Kit Welchlin: Communication Across the Generations at Work: Traditionals, Boomers, Xers, and the Millennials**
- ⇒ January 10, 2008 – Michele Hoover: Value Stream Mapping
- ⇒ February 14, 2008 – tbd
- ⇒ March 13, 2008 – tbd
- ⇒ March ??, 2008 – tbd
- ⇒ April 16, 2008 – Seminar John Lindland: Process Based Management
- ⇒ May 8, 2008 – tbd

December Sponsor:



December Highlights

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Biomedical Auditor	
HACCP Auditor	
Quality Manager	
Quality Inspector	
Quality Technician	
6 Sigma Black Belt	
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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

This Month's Sponsor Profile

NORTHSTAR CALIBRATION

Gaging and Calibration Services



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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Contact Us:

Phone: 507-444-9111

800-384-7774

Fax: 507-444-0298

E-mail: cindy@northstarcalibration.com

Address: 3325 9th St NW
Owatonna, MN 55060

Website: www.northstarcalibration.com



Certification #462.02

Interested in being a Section 1214 Sponsor?

We currently have several months available for sponsorships. If you think your company would like one of these spots, call John Moorhouse at 507-279-3513 or email him at john@northstarquality.com.

2005 - 2006
Company
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February
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March
Truth Hardware

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May
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June
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December Section Meeting Program
Annual Member Appreciation Meeting

Topic: Communication Across the Generations –
Kit Welchlin

- Location:** Cabela's, I-35 north of **Owatonna** (Upstairs and to the right in the conference center)
- Date:** December 13th 2007 (Thursday)
- Schedule:** 5:30pm – Registration & Networking
5:45 – Meal
6:45 - Program:
- Menu:** Tossed Salad, Prime Rib, Baked Potato, Vegetable Medley, Rolls & Beverage, Cheese Cake
- Cost:** \$20 (cost of dinner)

Registration:

Please contact Lee Anderson Leeander50@mac.com by Monday, December 10, 2007

Communications across the Generations at Work: Traditionals, Boomers, Xers, and the Millennials

With four different generations converging upon the workplace, everyone needs to be equipped with the practical strategies to deal with all the differences.

If you're a 28 year old manager in the service industry; how do you establish credibility with a man old enough to be your grandpa? If you have just taken your first management position; how do you suddenly start effectively supervising your buddies? If Baby Boomers have most of the good jobs in your organization; how do you keep your young people around? If you're significantly younger than everyone else on the engineering team; how do you get them to listen?

This seminar sorts through the stereotypes and delineates the strengths and weaknesses of Traditionals, Boomers, Xers, and Millennials.

Mr. Kit Welchlin of Welchlin Communication Strategies is our guest speaker for the December Section meeting. Mr. Welchlin is a renowned speaker on time organization and management and motivation. Clients appreciate that Kit takes the initiative to tailor presentations to meet their specific needs. Participants enjoy Kit's sense of humor, speaking competence, and the powerful and positive message he delivers. Kit began his public speaking at the age of 9 in 4-H. By time he was 16 he was organizing and facilitating presentations on leadership, citizenship, community service and motivation for the 4-H and the Future Farmers of America.

Kit has a B.S. Degree in Speech Communication, Business Administration and Political Science. Kit earned a M.A. Degree in Speech Communication and Business Administration. Kit purchased his first manufacturing company at age 21, and by age 26 was C.E.O. and Chairman of the Board of 3 manufacturing companies in 3 states.

He has been an instructor with the Minnesota State Colleges and Universities where he has been repeatedly nominated Outstanding Faculty.

He is a Professional Member of the National Speakers Association.

November Section Meeting Review:



The November Section dinner meeting presented by Tim Schweizer gave an overview of the relatively new TRIZ approach to “structured innovation” in problem solving. TRIZ (pronounced like trees) was developed by Russian scientist Genrikh Altshuller after years of studying how problems were solve and what those solutions were. Altshuller’s approach is a rapid, systematic and structured process that incorporates scientific principles and an analysis of millions of innovative patents from around the world. Though relatively new to the business community, it is quickly catching on around the world and promises to be one of the strongest tools for business innovation. If you missed the presentation or would like to review it, follow this link to Dr. Schweizer’s presentation: [Section 1214 TRIZ Presentation](#). Please respect Dr. Schweizer’s hard work and keep this as a private document not meant for public distribution. Dr Schweizer can be contacted at:

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Minnesota Quality Award 2008 Evaluator Training Dates

The Minnesota Council for Quality is pleased to announce that participants in the Minnesota Quality Award Board of Evaluators learning experience now have the opportunity to earn undergraduate credit at University of Minnesota by registering for ABUS 4321 "Evaluating Performance Excellence in Organizations." The U of M joins the University of Wisconsin-Stout in awarding academic credit to registered students for the intensive Evaluator regimen with the Minnesota Quality Award program.

"We are excited to partner with the University of Minnesota to offer credit for the experience of being a Minnesota Quality Award Evaluator," says Brian Lassiter, president of the Minnesota Council for Quality. "Evaluators are critical to our achieving our mission of helping Minnesota organizations reach higher levels of performance. So offering them an opportunity to earn credit at the U of M or UW-Stout is a small way to thank them for their expertise and time, and to recognize them for their additional learning."

"We are excited to partner with the Minnesota Council for Quality on this effort," says Nancy Schubert, associate director of the Bachelor of Applied Science degree program of the University of Minnesota's College of Continuing Education. "The experience of being an Evaluator exposes students to what is necessary to drive organizational excellence. It also offers an opportunity for students to apply several other skills – such as leadership, verbal and written communication, and analysis – in a team environment on a real Minnesota company. We believe this non-traditional course will add greatly to students' learning experience."

The Minnesota Council for Quality is also pleased to announce training dates for the 2008 Minnesota Quality Award Board of Evaluator training. Sessions will be offered **February 26-28** and **September 30-October 2** in the Twin Cities and **June 17-19** in Rochester. New Evaluators are also required to attend a one-day orientation that precedes full training. Orientation dates for the first session are February 6, 12, or 14 (the individual chooses one); all will be held in the Twin Cities.

Founded in 1991, the primary objective of the Minnesota Quality Award is to help organizations improve their performance results. The Award also serves to recognize performance excellence throughout the state. The Minnesota Quality Award is given at four levels – Excellence (the top Award), Achievement, Advancement, and Commitment – and is the culmination of a rigorous assessment process that uses the "Criteria for Performance Excellence" of the Malcolm Baldrige National Quality Award. Since 1991, 88 organizations have received Minnesota Quality Award recognition at various levels (a full list is at http://www.councilforquality.org/assess_org_award.cfm).

The course is part of a new quality certificate being offered by the College of Continuing Education. For more information, visit <http://onestop.umn.edu/onestop/index.html> (and search for course ABUS 4321 Evaluating Performance Excellence in Organizations), or contact Brian Lassiter at brian.lassiter@councilforquality.org.

Rochester Area Quality Council December Program

The Rochester Area Quality Council, an affiliate of the Minnesota Council for Quality, is pleased to welcome Steve Sheppard, retired Chair CEO of Foldcraft Company, to our December 4 meeting. Steve was Chair and Chief Executive Officer for Foldcraft from 1990 until his retirement from the firm in 2005. Steve will discuss the methods and innovations employed at Foldcraft Co. to make it a remarkable success story. He will highlight Foldcraft's employee ownership (ESOP) structure. And he will discuss management methods such as their "open book management" approach, participation methods, "holistic" approaches to corporate wellness, and continuous improvement methodologies. Finally, Steve will share lessons he has learned from his involvement with the private foundation, Winds of Peace (WPF), which makes grants and microloans to the rural poor of Nicaragua. While the corporate and Central American environments may seem planets apart, the lessons learned from each have an amazing and instructive overlap.

The discussion will take place Tuesday, December 4 from 7:30 to 9:00 AM at the University Center Rochester (room CF 206/208); networking and breakfast begins at 7:15. Cost (before November 30 noon) is FREE for MCQ/RAQC members and \$20 for non-members; after, add \$10 for members/nonmembers. For more information, visit www.raqc.com. To register, contact Jennifer Burmeister at Jennifer.burmeister@councilforquality.org or 507-213-8132.



Hiawatha
Section 1214

Serving Southern Minnesota and Northern Iowa



Fall 2007 ♦ Customized Training
Quality & Performance Improvement Courses

South Central College – Faribault Campus
1225 3rd Street SW, Faribault MN 55021 ♦ 507/332-5800

COURSE ID	COURSE NAME	DATES	DAY	TIME	TOTAL HRS	TUITION
000754	Understanding & Implementing ISO 9001:2000	7/25/07	W	8a-4:30p	8	\$235
000755	Internal Auditor Skills	7/26/07	H	8a-4:30p	8	\$235
000951	Quality Principles, Methods & Applications	10/10-10/11/07	WH	8a-4:30p	16	\$370
000952	Basic Geometric Dimensioning & Tolerancing	10/16/07	T	8a-12n	4	\$125
000953	Applying SPC & Statistical Tools	10/29/07	M	8a-4:30p	8	\$235
000954	Understanding & Implementing ISO 9001:2000	11/28/07	W	8a-4:30p	8	\$235
000955	Internal Auditor Skills	11/29/07	H	8a-4:30p	8	\$235
000956	Electrostatic Discharge Basics	12/10/07	M	8a-4:30p	8	\$235
000957	Supplier Quality Management & Improvement	12/20/07	H	8a-4:30p	8	\$235

Certification Review Courses

000946	Certified Quality Inspector (CQI) Review	9/10-10/8/07	M	6-9 pm	15	\$250
000947	Certified Quality Technician (CQT) Review	9/10-10/15/07	M	6-9 pm	18	\$300
000948	Certified Manager of Quality/Organizational Excellence (CMQ/OE) Review	9/18-10/16/07	TH	6-9 pm	27	\$450
000949	Certified Quality Engineer (CQE) Review	10/1-11/26/07	M	6-9 pm	27	\$450
000950	Certified Quality Auditor (CQA) Review	10/31-11/28/07	W	5:30-8:30 pm	15	\$250

South Central College – North Mankato Campus
1920 Lee Boulevard, North Mankato MN 56003 ♦ 507/389-7200

COURSE ID	COURSE NAME	DATES	DAY	TIME	TOTAL HRS	TUITION
000963	AIAG FMEA & Control Plans	9/27/07	H	8a-4:30p	8	\$235
000964	Calibration Processes	10/23/07	T	8a-12n	4	\$125
000965	Calibration of Dimensional Gages	10/23/07	T	1-5 p	4	\$125
000966	Gage Repair	10/24/07	W	8a-4:30p	8	\$235
000967	8D Problem Solving Tools & Methods	11/15/07	H	8a-4:30p	8	\$235
000968	Management Review Process for ISO 9001	11/16/07	F	8a-12n	4	\$125

Ridgewater College – Hutchinson Campus
2 Century Avenue SE, Hutchinson MN 55350 ♦ 320/587-3636

COURSE ID	COURSE NAME	DATES	DAY	TIME	TOTAL HRS	TUITION
000958	8D Problem Solving Tools & Methods	10/1/07	M	8a-4:30p	8	\$235
000959	Understanding & Implementing ISO 9001:2000	10/15/07	M	8a-4:30p	8	\$235
000960	Internal Auditor Skills	10/16/07	T	8a-4:30p	8	\$235
000961	Project Management	12/3/07	M	8a-4:30p	8	\$235
000962	Microsoft Project 2003	12/4/07	T	8a-4:30p	8	\$235

In appreciation to those that partner with us in promoting our training programs, members of the following organizations receive a **10% discount** on any of the quality workshops/classes listed on this page.

APICS Southern Minnesota Chapter • ASQ Minnesota Section 1203 • Minnesota Council for Quality Southern MN
Society of Manufacturing Engineers (SME) SE Minnesota Chapter 162

For more information, contact the Faribault Campus of South Central College:
Brian Knutson ♦ 507/332-5874 ♦ brian.knutson@southcentral.edu
Laura Hardy ♦ 507/332-5802 ♦ laura.hardy@southcentral.edu

Certification Schedule

	Exam Date	Application Deadline
<u>Biomedical Auditor</u>	October 20, 2007	August 17, 2007
	March 1, 2008	January 11, 2008
<u>Calibration Technician</u>	December 1, 2007	October 5, 2007
	June 7, 2008	April 4, 2008
<u>HACCP Auditor</u>	October 20, 2007	August 17, 2007
	March 1, 2008	January 11, 2008
<u>Manager of Quality/Organizational Excellence</u>	October 20, 2007	August 17, 2007
	March 1, 2008	January 11, 2008
<u>Quality Inspector</u>	October 20, 2007	August 17, 2007
	March 1, 2008	January 11, 2008
<u>Quality Auditor</u>	December 1, 2007	October 5, 2007
	June 7, 2008	April 4, 2008
<u>Quality Engineer</u>	December 1, 2007	October 5, 2007
	June 7, 2008	April 4, 2008
<u>Quality Improvement Associate</u>	December 1, 2007	October 5, 2007
	June 7, 2008	April 4, 2008
<u>Quality Process Analyst</u>	December 1, 2007	October 5, 2007
	June 7, 2008	April 4, 2008
<u>Quality Technician</u>	October 20, 2007	August 17, 2007
	March 1, 2008	January 11, 2008
<u>Reliability Engineer</u>	October 20, 2007	August 17, 2007
	March 1, 2008	January 11, 2008
	October 20, 2007	August 17, 2007
	March 1, 2008	January 11, 2008
	December 1, 2007	October 5, 2007
	June 7, 2008	April 4, 2008
<u>Software Quality Engineer</u>	December 1, 2007	October 5, 2007
	June 7, 2008	April 4, 2008

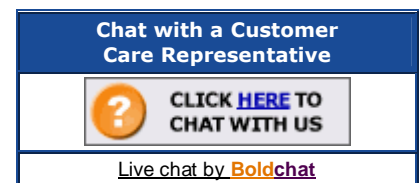
Exam Site Registration (2 sites available)

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.

Apply for Certification

ASQ offers several ways to apply. Choose the best option for you.

ASQ Members—[Apply online now!](#) Have your documentation and credit card ready. (See each certification for what documentation is necessary.)

**Nonmembers**

- [Join now!](#) You'll save \$150 and satisfy the proof-of-professionalism requirement. After you've joined ASQ, come back and fill out the member application above.
- [Apply without joining ASQ](#)—Requires customers to register to complete the application.

Special Applications—Check specific certifications for additional applications and dates. [View a list of all upcoming certification exams.](#)

Mail or Fax Your Application—[Download an application.](#)

- Mail to:

American Society for Quality P.O. Box 3005 Milwaukee, WI 53201-3005 USA	or	American Society for Quality 600 North Plankinton Avenue Milwaukee, WI 53203 USA
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- Fax to 414-272-1734.

Sustaining Members

Sustaining Members and their employees will receive member pricing any of our 14 certifications, a cost savings of up to \$150 per certification. Employees at your location(s) will receive member pricing on ASQ Certification if you joined or renewed as a Sustaining Member after September 23, 2005. If you and/or your employees are interested in taking a certification exam, please contact Customer Care at 800-248-1946 (United States and Canada only) or help@asq.org.

Certification Fees

Stand out as a quality leader in your organization with an ASQ certification next to your name. Enjoy the benefits of your membership* in ASQ – save \$150 on the registration fee for any of our certification exams. That's more than the cost of the annual membership fee! [Join now.](#) (Click on the Certification name to view more information.)

Certification	Fee	ASQ Member Fee
Biomedical Auditor - CBA	\$360	\$210
Calibration Technician - CCT	\$305**	\$155
HACCP Auditor - CHA	\$360	\$210
Manager of Quality/Organizational Excellence - CMQ/OE	\$420	\$270
Quality Inspector - CQI	\$305	\$155
Quality Auditor - CQA	\$360	\$210
Quality Engineer - CQE	\$360	\$210
Quality Improvement Associate - CQIA	\$305	\$155
Quality Process Analyst - CQPA	\$305	\$155
Quality Technician - CQT	\$305	\$155
Reliability Engineer - CRE	\$360	\$210
Six Sigma Black Belt - CSSBB	\$390	\$240
Six Sigma Green Belt - CSSGB	\$305	\$155
Software Quality Engineer - CSQE	\$360	\$210

*Regular, Associate, Student, Senior, and Fellow Members receive the discount. Discounts are not available on exam retakes.

**Military fee is \$105.00. You must be an active member of the U.S. or Canadian military and submit a copy of your military identification with your application.

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 - 2007/2008

Name	Contact Information	Committee Position
Lee Anderson Partners for Change PO Box 293 Owatonna, MN 55060	Email: Leeander50@mac.com 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
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.dunbar@cummins.com Phone: 641-592-7395 Fax: 641-592-1315	Treasurer Historian
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