



# e-letter



## Section Programs

February 10<sup>th</sup>  
Training Effectiveness  
- Pam Pervenanz  
5:30 Cabelas

March 10<sup>th</sup>  
ISO 9001: A Registrar's  
Perspective  
- Jack Weed Cabelas

April 12  
Spring Seminar: FMEA  
Tom Humphreys Cabelas

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

### Sponsor



### Inside this issue:

- February Program
- 13 Earn Certifications
- April Seminar Details
- Officer Elections Coming Up
- Job Postings

## Hiawatha Headlines

### **February 10<sup>th</sup> Section Program**

Unsure how to evaluate training effectiveness for ISO? Need to develop a training program at work? Ever wonder just what are those HR folks talking about anyway?

This program will cover many aspects of training - from development to evaluation.

Pam has a Master degree in Human Resource Development from the University of Minnesota and 15 years experience in the training and development field as an instructional designer and a single person training department.

See pages 4 for more information about the monthly section program.

### **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 5 for more information and how to save 10%.

### **Section 1214 Partners in Quality**



- ASQ Winona-La Crosse Section 1216 [www.asq1216.org](http://www.asq1216.org)
- Rochester Area Quality Council [www.raqc.com](http://www.raqc.com)
- Minnesota Council for Quality [www.councilforquality.org](http://www.councilforquality.org)
- APICS – Southern Minnesota Chapter [www.apicssomn.org](http://www.apicssomn.org)
- South Central Technical College [www.southcentral.org](http://www.southcentral.org)
- Southern MN Chapter of SME.

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

## ***Chairperson's Corner***

Greetings!

By now, everyone should have received at least one newsletter by email. Bill Harris, our newsletter editor has worked very hard to make this a reality for our section by taking the time to get all of our articles into a format that can be emailed. While we realize that everyone does not have an email address, we do feel that the majority of the people have access to the Internet and can get to our new web page that has a link to the current and several past newsletters. By sending our newsletter electronically, it will save our section about \$250 a month (that is what it costs to print and mail the newsletter). This money can then be better spent on getting speakers for our monthly meetings and reference materials for the ASQ Library. Thanks Bill!

Its election time again! That is, ASQ Leadership Committee Election time! Every year, three positions come up for election. The Chair, the Treasurer, and the Secretary must be elected to serve another term. All other positions on the committee are by appointment. So, if you would like to join this "wild and crazy" group, please let us know what position you would like to hold and we will get you on the ballot.

Our plans for the April seminar are finally complete. We have contracted Tom Humphreys to be our speaker for the day and he will instruct us on how to put together a process and product FMEA. Due to a conflict at Cabela's, we did have to change the date to an earlier day that week, so mark your calendars for April 12<sup>th</sup>. We will be mailing out our brochure in the near future, but if you can't wait to get all of the details, check out our web site and learn all about it – [www.asq1214.org](http://www.asq1214.org).

Lisa Krause

### ***Hiawatha Section 1214 Congratulates the following in passing the ASQ Certification Exams:***

#### **Certified Quality Technician**

Katherine. Bassler - Hutchinson Technology, Inc.  
Jolynn Ogren - Hutchinson Technology, Inc.  
Mary Holtz - Hutchinson Technology, Inc.  
Denise Vedbraaten - Hutchinson Technology, Inc.  
Debra Garding - Hutchinson Technology, Inc.  
Paul Arndt - Hutchinson Technology, Inc.  
Shawn Allen - Hutchinson Technology, Inc.  
Scott Swaim - Hutchinson Technology, Inc.  
LaVern Brelje - Hutchinson Technology, Inc.  
Jason Kleist - Hutchinson Technology, Inc.  
Brian Johanson - Pemstar

#### **Certified Calibration Technician**

Gary Finney

#### **Certified Quality Auditor**

Charlotte Whitney - Dessert Inspirations

## *Company Sponsor Profile*



Fleetguard, Inc. is the leading worldwide designer and manufacturer of filtration products for heavy-duty diesel-powered equipment. The company offers a variety of support and technical services to provide a complete “value package” for our customers.

Fleetguard, Inc in Lake Mills operates with over 560 employees. Fleetguard, Inc produces approximately 105,000 filters per day with a three-shift operation.

We believe that our customers deserve the highest quality products and services, and we are driven by quality improvements in the design, manufacturing and distribution processes. We have made tremendous strides in our quality process since we began, and we continue to redefine our quality efforts to ensure that our customers are delighted.

Fleetguard, Inc. - Lake Mills has been ISO9001 certified since 1994 and in 1996 became QS9000 certified.

**Fleetguard, Inc. a subsidiary of Cummins Inc.**

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

### **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 web page. For just \$175, you can sponsor the newsletter and website for one month.

We currently have three months available, **July and August**. 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).

**February Program    Evaluating Training Effectiveness****Speaker                    Pam Pervenanze****Date                        February 10, 2005****Place**                    Cabelas  
3900 Cabelas Drive  
Owatonna, MN 55060**Time**                    5:30 p.m.            Registration/Networking  
5:45 p.m.            Dinner  
6:45 p.m.            Meeting/Speaker**Menu\***                    Ham, Au Gratin Potatoes, California Medley, Salad, Roll, Beverage, and Brownie**Cost**                    \$20.00

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

Reservations due by, 12:00 Noon, please contact:

Lisa Krause, Section Chairperson 507-645-6681 x4304

Or email at [lisa\\_k\\_krause@malt-o-meal.com](mailto:lisa_k_krause@malt-o-meal.com)***About the February Program***

Unsure how to evaluate training effectiveness for ISO? Need to develop a training program at work? Ever wonder just what are those HR folks talking about anyway?

This program will cover many aspects of training - from development to evaluation. Topics to be covered include:

- ✓ Adult Learning Basics
- ✓ Training Objectives
- ✓ Evaluating "Reactions" or Customer Satisfaction
- ✓ Evaluating Learning
- ✓ Evaluating Behavior
- ✓ Evaluating Organizational Results (Benefits to the Company)

***About the Presenter: Pam Pervenanze***

Pam has a Master degree in Human Resource Development from the University of Minnesota and 15 years experience in the training and development field as an instructional designer and a single person training department.

She also does consulting work for such companies as 3M, American Express, Hutchinson Technology, and Daytons.

Pam is a long time member of the American Society of Training and Development.

## *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](http://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.

# *Company Sponsorship*

## *2004 - 2005*

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

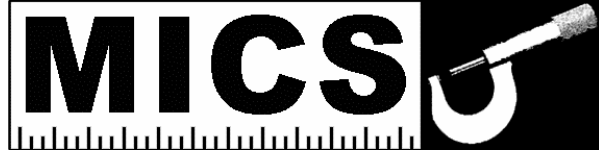
June – Northstar Quality, Inc.

July - OPEN - *Interested? Contact John Moorhouse*

August - OPEN - *Interested? Contact John Moorhouse*

# Job Postings:

## Lead Calibration Technician



Immediate opening for an experienced lead calibration technician with the following qualifications:

1. **MUST** be experienced in ISO/IEC 17025 & A2LA requirements.
2. Must be able to calibrate hard gages and mechanical gages.
3. **MUST** have experience in CMM calibration, hardness tester, torque, surface plates, etc.
4. Must be willing to travel over night to customer locations.

Please send your resume with salary requirements to,

MICS  
3325 Ninth St NW  
Owatonna, MN 55060

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### ***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](http://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.

## ***Section Leadership Committee:***

### ***Help Wanted***

Once again the 1214 Section Leadership Committee (SLC) is looking for volunteers to serve on the committee. Two of our current members have indicated they will not remain on the SLC after this year. Since we are a small committee to begin with, the loss of even one member has a large effect. The loss of two members will be difficult to deal with if we cannot get replacements.

Consider serving on the SLC. It is a relatively small commitment for a very rewarding job.

Not sure? The SLC meets the first Thursday of each month at 5:30PM at the Green Mill in the Holiday Inn in Owatonna to plan section meetings, the annual seminar, review training needs and programs, and generally conduct Section 1214 business. Any member is always welcome to attend these meetings. Show up for one or two meetings to get an idea of what goes on.

### ***Officer Nominations***

Spring is Officer election time for Section 1214. There are three elected offices required by ASQ National: Chair, Secretary, and Treasurer. All other positions are appointed from the Section Leadership Committee (SLC).

If you would like to hold one of these three positions, contact any SLC member as soon as possible. We will present the slate of candidates at the March Section meeting. Current SLC members will help you start out and learn whatever position you are interested in. No one will feel hurt if you are interested in a position that is currently held - either elected or appointed. We are more interested in getting greater member involvement than holding on to our position.

## 2005 Certification Schedule

2005 Certification Exam Dates & Application Deadlines		
Certification	Exam Date	Application Deadline
CHA Auditor, CQA-Biomedical CRE, CQT, CMI, CQM, CSSBB	March 5, 2005	January 7, 2005
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

## 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

<u>Quantity of Certifications</u>	<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.

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

## 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](http://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](mailto: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.

## *ASQ Section Leadership Committee*

Name	Contact Information	Committee Position
Lisa Krause Malt-O-Meal 701 West 5 <sup>th</sup> St Northfield, MN 55057	Email: <a href="mailto:lisa_k_Krause@malt-o-meal.com">lisa_k_Krause@malt-o-meal.com</a> 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: <a href="mailto:Shannon.l.bruhns@fleetguard.com">Shannon.l.bruhns@fleetguard.com</a> 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: <a href="mailto:bharris@holmindustries.com">bharris@holmindustries.com</a> 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: <a href="mailto:lmorris@goact.net">lmorris@goact.net</a> Phone : 641-324-4262 Fax: 641-324-3170	Secretary
Minnie Dunbar Fleetguard Inc. 311 North Park Lake Mills, IA 50450	Email: <a href="mailto:Minnie.e.dunbar@fleetguard.com">Minnie.e.dunbar@fleetguard.com</a> Phone: 641-592-7395 Fax: 641-592-1315	Auditing Chair
Dick Sunsdahl South Central Technical College 1225 3 <sup>rd</sup> St SW Faribault, MN 55021	Email: <a href="mailto:dick.sunsdahl@southcentral.edu">dick.sunsdahl@southcentral.edu</a> Phone: 507-334-3965 Fax: 507-332-5888	Education Chair Historian
Lee Anderson Partners for Change PO Box 293 Owatonna, MN 55060-0293	Email: <a href="mailto:lee.anderson@bevcomm.net">lee.anderson@bevcomm.net</a> Phone: 612-963-2399	Certification Chair Recertification Chair
John Moorhouse Northstar Quality, Inc. 45526 Linda Lane Kilkenny, MN 56052	Email: <a href="mailto:john@northstarquality.com">john@northstarquality.com</a> Phone: 507-279-3513	Internet Liaison (Web Master)