



# Hiawatha Section 1214

# *e-letter*

Serving Southern Minnesota and Northern Iowa

*Serving Our Members Since 1984*



## February 2009

### *Section 1214 Member Meeting*

**Topic:** *Understanding the New ISO 9001:2008 Revisions*

**Speaker:** **Chris Carson, Bureau Veritas**

**Location\*:** Cabela's, Owatonna

**Date\*:** **Thursday, February 12, 2009**

**Schedule:** 5:30 pm – Registration & Networking

5:45 pm – Dinner

6:45 pm - Presentation

**Cost:** \$20

**Registration:** Please contact Lorraine Morris at [lmorris@goact.net](mailto:lmorris@goact.net) by **Monday February 9**

ISO 9001:2008 introduces clarifications to the existing requirements of ISO 9001:2000 and some changes intended to improve consistency with ISO14001:2004. While the changes are minor compared to the changes from ISO 9001:1994 to ISO 9001:2000 many companies are wondering exactly what those modifications are. This presentation will detail the changes in each section of the standard.

Our speaker is Chris Carson from Bureau Veritas. Chris currently works as the Regional Sales Manager for Bureau Veritas focusing primarily on the upper Midwest. Chris has 9 years of experience in quality systems working for registrars and helping hundreds of companies with their pursuit of certification. As the world's leading certification body, Bureau Veritas Certification (formerly BVQI) conducts audits against recognized standards in the fields of Quality, Health & Safety, Environment, and Social Responsibility. Bureau Veritas provides sector specific solutions and is accredited to most international standards including ISO 9001, ISO 14001, OHSAS 18001, ISO 22000, ISO 20000, ISO 27001, AS 9100, TS 16949, and many others.

**2008-09 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 6:45 PM

**Mark these dates for the coming year:**

- ✓ September 11, 2008 Layered Process Audits – Lee Anderson
- ✓ October 9, 2008 - Tour: SPX/OTC Owatonna
- ✓ November 13, 2008 - Presenting and Interpreting Data
- ✓ December 11, 2008 Member Appreciation & Hiawatha Section's 25 Anniversary – Casino Night
- ✓ January 12, 2009 Joint Meeting with APICS – Latest Trends in Radio Frequency Identification Technology (RFID), Tim Wortley

⇒ **February 12, 2009 - ISO 9000:2008 Review of Changes**

- ⇒ March 12, 2009 – Joint meeting with Mankato Area Quality Council
- ⇒ April 2009 – Seminar: Cancelled this year – Watch for special Section meeting instead.
- ⇒ May 14, 2009 Spring Tour

Any ideas for program topics for next year?  
Let us know by replying to this email.  
Member ideas are the foundation of our  
program success.

February Sponsor:



## *February Highlights*

### *The Inside Story:*

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**Certification Exam Date: March 7, 2009**

***Registration Deadline has passed***

[Biomedical Auditor](#)

[HACCP Auditor](#)

[Manager of Quality/Organizational Excellence](#)

[Quality Inspector](#)

[Quality Technician](#)

[Six Sigma Black Belt](#)

[Reliability Engineer](#)

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## This Month's Sponsor Profile

# Wenger®

Founded in 1946, the Wenger Corporation has a proud history of manufacturing the finest products for music education and performance.

Based in Owatonna, Minn., the Wenger Corporation is the world's leading manufacturer of furniture and equipment for music education and the performing arts, manufacturing more than 300 different products.

We also take pride in offering technical support and expert consultation for new construction and renovation projects, as well as existing facilities.

Wenger's customers include elementary schools, high schools, colleges and universities and churches, as well as theatres and performance facilities. Wenger also has a strong presence in the entertainment, hospitality, parks and recreation, broadcast, recording and consumer marketplaces.

For information about any of Wenger's products, contact: Wenger Corp., P.O. Box 448, 555 Park Drive, Owatonna, MN 55060; (800) 733-0393. Outside the U.S., call (507) 455-4100. Or visit the web site: [www.wengercorp.com](http://www.wengercorp.com).

**Interested in becoming a sponsor?**

Contact the website administrator at: [info@asq1214.org](mailto:info@asq1214.org)

# ***Hiawatha Section 1214 Achieves Gold Excellence Level***

## ***Fifth Consecutive Year of Gold Level Performance***

### ***Letter From ASQ National***

January 14, 2009

Dear Gold Excellence Section Committee,

Congratulations! Your Section has achieved QMP Gold Excellence Level for the year 07-08. This is a great performance achievement for your Section and it reflects favorably on your Member Leaders and Regional Director. Your accomplishment of meeting or exceeding the Society's objectives in member satisfaction, loyalty and retention helps to make your Section, your community and ASQ stronger. I look forward to shaking the hand of your representative and Regional Director at the 2009 ASQ World Conference in Minneapolis, MN.

Congratulations again on this accomplishment and my thanks to the Member Leaders for their efforts.

### ***Message from Hiawatha Section 1214 Chair:***

Congratulations Section 1214!!! Again we're one of the elite 40 sections, and the only section in Minnesota, to earn ASQ's Quality Management Process Gold Excellence Level for the year 07-08.

To achieve the Gold Award, our section met 100% of our annual goals, including membership retention, satisfaction, and loyalty. In addition, our section met ASQ's planning objectives for developing and meeting annual goals and budget, and timely submittal of these to ASQ.

Your Hiawatha Section Executive Committee continues to be committed to bringing you value as members. We look forward to seeing you at an upcoming section meeting. Our February section meeting we'll have a very timely presentation on the new 2008 revisions to ISO 9001. Please plan to attend.

John Moorhouse  
Chairman

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## ***Special ASQ World Conference Rate for Minnesota Area ASQ Members***

The 2009 World Conference on Quality and Improvement is coming to Minneapolis this May and ASQ would like to show our appreciation to all of our members, but particularly to all those in and around the Minneapolis area. Throughout the years, ASQ members in Minnesota and the surrounding states have continually demonstrated a commitment to Quality and a strong support of ASQ. In an effort to increase the value of the World Conference on Quality and Improvement for those members, ASQ has established a discounted rate for those members in and around the Minneapolis area.

ASQ is sensitive to the challenges that today's economic conditions placed on our members and we want to help. We also understand and want to share the critical role that Quality can play in addressing the issues you face in these trying economic times. We have established numerous initiatives directed specifically for members within your sections and have set a goal to get 1,000 attendees from the region surrounding Minneapolis to attend this year's conference.

We have established a Special Regional Pricing for Sections within North Dakota, South Dakota, Minnesota, Illinois, Wisconsin and Iowa. All current and potential ASQ members that reside within these states will be offered a **special conference rate of \$735 per person**. This special conference rate will save members \$90 off the early bird rate, and \$190 off the April 3 early bird deadline.

## ***Rochester Area Quality Council: What Sound Does Your Company Make?***

How do you maintain a focus on the customer during tough times? How do you continually delivery high quality service with a slow economy? How do small companies maintain customer focus? What sound does your company make?

The Rochester Area Quality Council, an affiliate of the Minnesota Council for Quality, is pleased to announce its February 3 program: "What Sound Does Your Company Make? - Stories from the Ongoing Journey of Venture Computer Systems." The discussion will be facilitated by Jon Eckhoff, founder and CEO of Venture Computer Systems.

Jon will share his journey and experiences on:

- Entrepreneurship in starting Venture Computer Systems
- Venture's Customer Centered Approach to working with Customers
- Reacting to the slowing economy and hence the need to deliver high value service
- Quality in a small organization and insight gained
- Successful use of Employee Recognition programs

**Speaker:** Jon Eckhoff, founder/CEO, Venture Computer Systems

**Date:** Tuesday, February 3, 2009

**Time:** 7:30 Registration, continental breakfast, networking; 7:45-9:00 Program

**Location:** RCTC, University Center, Coffman CF 206/208 (corrected from last announcement)

**Cost:** \$0 members; \$10 partners; \$20 non-members

Space is limited. To register, contact [jennifer.burmeister@councilforquality.org](mailto:jennifer.burmeister@councilforquality.org) or 507-213-8132 before **January 30**.

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## ***Minnesota Council for Quality: 2009 Minnesota Quality Award Board of Evaluator Training Dates***

The spring Evaluator training session is scheduled for **February 24-26** in the Twin Cities (TBD). In addition to the full three-day training session, new Evaluators are also required to attend a one-day orientation. New Evaluators can select one of three dates for the **orientation: February 4, 10, or 12 (pick one)**. Applications for new Evaluators are **due January 30**. Scholarships for training tuition are available for those in need.

We hope that you would consider 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](http://www.councilforquality.org/assess.cfm) or email Brian Lassiter.

Brian Lassiter

[Learn more >](#)



Hiawatha  
Section 1214

*Serving Southern Minnesota and Northern Iowa*




South Central  
College

Spring Semester 2009 • Center for Business & Industry  
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 HOURS	TUITION
001498	Calibration Processes	1/28/09	W	8a-12n	4	\$125
001499	Calibration of Dimensional Gages	1/28/09	W	12:30-4:30p	4	\$125
001500	Gage Repair	1/29/09	H	8a-4:30p	8	\$235
001094	Blueprint Reading	2/2-2/9/09	M	5:30-9:30 pm	8	\$235
001096	Introduction to Six Sigma	2/3-2/4/09	TW	8a-4:30p	16	\$445
001097	Quality Principles, Methods & Applications	3/3-3/4/09	TW	8a-4:30p	16	\$445
001099	Lean Application for Job Shops	3/25/09	W	8a-4:30p	8	\$235
001101	Supplier Quality Management & Improvement	4/9/09	H	8a-4:30p	8	\$235
001103	Understanding & Implementing ISO 9001:2000	5/5/09	T	8a-4:30p	8	\$235
001105	Internal Auditor Skills	5/6/09	W	8a-4:30p	8	\$235
001106	8-Discipline Problem Solving Tools & Methods	5/27/09	W	8a-4:30p	8	\$235

**Certification Review Courses**

001025	Certified Quality Inspector (CQI) Review	2/3-3/3/09	T	6-9 pm	15	\$250
001024	Certified Manager of Quality/Organizational Excellence (CMQ/OE) Review	2/3-3/3/09	TH	6-9 pm	27	\$450
001028	Certified Quality Auditor (CQA) Review	4/29-5/27/09	W	5:30-8:30 pm	15	\$250
001026	Certified Quality Technician (CQT) Review	4/30-6/4/09	H	6-9 pm	18	\$300
001027	Certified Quality Improvement Associate (CQIA) Review	5/5-6/2/09	T	6-9 pm	15	\$250

**South Central College – North Mankato Campus • 1920 Lee Blvd, North Mankato MN 56003 • 507/389-7200**

COURSE ID	COURSE NAME	DATES	DAY	TIME	TOTAL HOURS	TUITION
001108	Understanding & Implementing ISO 9001:2000	2/24/09	T	8a-4:30p	8	\$235
001109	Internal Auditor Skills	2/25/09	W	8a-4:30p	8	\$235
001110	8-Discipline Problem Solving Tools & Methods	3/19/09	H	8a-4:30p	8	\$235
001111	Project Management	4/1/09	W	8a-4:30p	8	\$235
001112	Supplier Quality Management & Improvement	5/13/09	W	8a-4:30p	8	\$235
001114	Calibration Processes	6/17/09	W	8a-12n	4	\$125
001116	Calibration of Dimensional Gages	6/17/09	W	12:30-4:30p	4	\$125
001124	Gage Repair	6/18/09	H	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 MN Chapter • ASQ La Crosse – Winona Section 1216 • ASQ Minnesota Section 1203 • Minnesota Council for Quality • 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](mailto:brian.knutson@southcentral.edu)

Laura Hardy \* 507-332-5802 \* [laura.hardy@southcentral.edu](mailto:laura.hardy@southcentral.edu)

***ASQ Certification Schedule: 2008 - 2009***

	<b>Exam Dates: 2008 &amp; 2009</b>	<b>Application Deadline</b>
<b><u>Biomedical Auditor</u></b>	<i>March 1, 2008</i>	<i>Deadline Passed</i>
	<i>October 18, 2008</i>	<i>Deadline Passed</i>
	<b>March 7, 2009</b>	<i>Deadline Passed</i>
	<i>October 17, 2009</i>	<i>August 14, 2009</i>
<b><u>Calibration Technician</u></b>	<i>June 7, 2008</i>	<i>Deadline Passed</i>
	<i>December 6, 2008</i>	<i>Deadline Passed</i>
	<i>June 6, 2009</i>	<b>April 10, 2009</b>
	<i>December 5, 2009</i>	<i>October 9, 2009</i>
<b><u>HACCP Auditor</u></b>	<i>March 1, 2008</i>	<i>Deadline Passed</i>
	<i>October 18, 2008</i>	<i>Deadline Passed</i>
	<b>March 7, 2009</b>	<i>Deadline Passed</i>
	<i>October 17, 2009</i>	<i>August 14, 2009</i>
<b><u>Manager of Quality/ Organizational Excellence</u></b>	<i>March 1, 2008</i>	<i>Deadline Passed</i>
	<i>October 18, 2008</i>	<i>Deadline Passed</i>
	<b>March 7, 2009</b>	<i>Deadline Passed</i>
	<i>October 17, 2009</i>	<i>August 14, 2009</i>
<b><u>Quality Inspector</u></b>	<i>March 1, 2008</i>	<i>Deadline Passed</i>
	<i>October 18, 2008</i>	<i>Deadline Passed</i>
	<b>March 7, 2009</b>	<i>Deadline Passed</i>
	<i>October 17, 2009</i>	<i>August 14, 2009</i>
<b><u>Quality Auditor</u></b>	<i>December 6, 2008</i>	<i>Deadline Passed</i>
	<i>June 6, 2009</i>	<b>April 10, 2009</b>
	<i>December 5, 2009</i>	<i>October 9, 2009</i>
<b><u>Quality Engineer</u></b>	<i>June 7, 2008</i>	<i>Deadline Passed</i>
	<i>December 6, 2008</i>	<i>Deadline Passed</i>
	<i>June 6, 2009</i>	<b>April 10, 2009</b>
	<i>December 5, 2009</i>	<i>October 9, 2009</i>
<b><u>Quality Improvement Associate</u></b>	<i>June 7, 2008</i>	<i>Deadline Passed</i>
	<i>December 6, 2008</i>	<i>Deadline Passed</i>
	<i>June 6, 2009</i>	<b>April 10, 2009</b>
	<i>December 5, 2009</i>	<i>October 9, 2009</i>
	<i>June 7, 2008</i>	<i>Deadline Passed</i>

<u>Quality Process Analyst</u>	June 7, 2008	Deadline Passed
	December 6, 2008	Deadline Passed
	June 6, 2009	<b>April 10, 2009</b>
	December 5, 2009	October 9, 2009
<u>Quality Technician</u>	March 1, 2008	Deadline Passed
	October 18, 2008	Deadline Passed
	<b>March 7, 2009</b>	Deadline Passed
	October 17, 2009	August 14, 2009
<u>Reliability Engineer</u>	March 1, 2008	Deadline Passed
	October 18, 2008	Deadline Passed
	<b>March 7, 2009</b>	Deadline Passed
	October 17, 2009	August 14, 2009
	March 1, 2008	Deadline Passed
	October 18, 2008	Deadline Passed
	<b>March 7, 2009</b>	Deadline Passed
	October 17, 2009	August 14, 2009
	June 7, 2008	Deadline Passed
	December 6, 2008	Deadline Passed
	June 6, 2009	<b>April 10, 2009</b>
	December 5, 2009	October 9, 2009
<u>Software Quality Engineer</u>	June 7, 2008	Deadline Passed
	December 6, 2008	Deadline Passed
	June 6, 2009	<b>April 10, 2009</b>
	December 5, 2009	October 9, 2009

### 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
- Fax to 414-272-1734.

### **Sustaining Members**

Sustaining Members and their employees will receive member pricing for 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](mailto: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
<a href="#">Biomedical Auditor - CBA</a>	\$360	<b>\$210</b>
<a href="#">Calibration Technician - CCT</a>	\$305**	<b>\$155</b>
<a href="#">HACCP Auditor - CHA</a>	\$360	<b>\$210</b>
<a href="#">Manager of Quality/Organizational Excellence - CMQ/OE</a>	\$420	<b>\$270</b>
<a href="#">Quality Inspector - CQI</a>	\$305	<b>\$155</b>
<a href="#">Quality Auditor - CQA</a>	\$360	<b>\$210</b>
<a href="#">Quality Engineer - CQE</a>	\$360	<b>\$210</b>
<a href="#">Quality Improvement Associate - CQIA</a>	\$305	<b>\$155</b>
<a href="#">Quality Process Analyst - CQPA</a>	\$305	<b>\$155</b>
<a href="#">Quality Technician - CQT</a>	\$305	<b>\$155</b>
<a href="#">Reliability Engineer - CRE</a>	\$360	<b>\$210</b>
<a href="#">Six Sigma Black Belt - CSSBB</a>	\$390	<b>\$240</b>
<a href="#">Six Sigma Green Belt - CSSGB</a>	\$305	<b>\$155</b>
<a href="#">Software Quality Engineer - CSQE</a>	\$360	<b>\$210</b>

\*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 - 2008/2009**

Name	Contact Information	Position
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	Chairperson
Minnie Dunbar Cummins Filtration 311 North Park, Lake Mills, IA 50450	Email: <a href="mailto:Minnie.dunbar@cummins.com">Minnie.dunbar@cummins.com</a> Phone: 641-592-7395 Fax: 641-592-1315	Vice Chairperson
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
Lee Anderson Partners for Change, PO Box 293 Owatonna, MN 55060	Email: <a href="mailto:Leeander50@mac.com">Leeander50@mac.com</a> Phone: 612-963-2399	Treasurer
Russell Scheller Kato Engineering, PO Box 8447 2075 Howard Drive, Mankato, MN 56003	Email: <a href="mailto:russell.scheller@emerson.com">russell.scheller@emerson.com</a> . Phone : 507-345-2720 Fax: 507-345-2809	Program Chair Seminar Chair
Lisa Krause Owatonna Clinic - Mayo Health System 2200 26 <sup>th</sup> St NW, Owatonna, MN 55060	Email: <a href="mailto:lolkrause@hotmail.com">lolkrause@hotmail.com</a> Phone: 507-446-5205	Marketing & Public Relations, Historian
Chris Schieffer Mayo Health Systems 401 Oakwood Lane Owatonna, MN 55060	Email: <a href="mailto:Chris.schieffer@gmail.com">Chris.schieffer@gmail.com</a>	Internet Liaison Chair
Andy Kollengode Mayo Health Systems 200 First Street SW Rochester, MN 55905	Email: <a href="mailto:akollengode@yahoo.com">akollengode@yahoo.com</a> Phone: 507-433-6623 Fax: 507-433-9717	Membership Chair
Brian Knutson South Central College 1225 3 <sup>rd</sup> St SW, Faribault, MN 55021	<a href="mailto:BRIAN.KNUTSON@southcentral.edu">BRIAN.KNUTSON@southcentral.edu</a> Phone: 507-334-3965 Fax: 507-332-5888	Education Chair
Michael Oliszcak Cummins Filtration 311 North Park, Lake Mills, IA 50450	Email: <a href="mailto:Michael.oliszcak@cummins.com">Michael.oliszcak@cummins.com</a> Phone: 641-592-7295 Fax: 641-592-1315	Certification Chair Recertification Chair
Russell Merchlewitz	Email: <a href="mailto:russmerk66@yahoo.com">russmerk66@yahoo.com</a>	At Large
John Rollins Kato Eng, Inc., PO Box 8447 2075 Howard Dr., N. Mankato, MN 56003	Email: <a href="mailto:John.rollins@emerson.com">John.rollins@emerson.com</a> Phone: 507 345-2742	At Large
Bill Harris Holm Industries, PO Box 187 2523 South Bridge St, New Ulm, MN 56073	Email: <a href="mailto:bharris@holmindustries.com">bharris@holmindustries.com</a> Phone: 507-354-3191 Fax: 507-354-3193	Newsletter Editor Audit Chair

## ***Section Leadership Committee for 2008-09 Fiscal Year***

Pictured are the new Section Leadership Committee members representing the ASQ Hiawatha Section 1214 which meets the 2<sup>nd</sup> Thursday of the month at Cabela's. For more information, log onto [www.asq1214.org](http://www.asq1214.org)



Front row from left to right: Russ Merchlewitz, Lisa Krause, Michael Oliszcak, Andy Kollengode, Lorraine Morris; Back Row from left to right: John Moorhouse, Bill Harris, John Rollins, Chris Schieffer, Brian Knutson, Lee Anderson. Not pictured are Minnie Dunbar and Russell Scheller.