



January 2008

Annual Joint Meeting with APICS ***Topic: Value Stream Mapping –*** ***Michele Hoover***

Location: Cabela's, I-35 north of **Owatonna** (Upstairs and to the right in the conference center)

Date: January 10th 2008 (Thursday)

Schedule: 5:30pm – Registration & Networking

5:45 – Meal

6:45 - Program:

Cost: \$20

Menu: Roast Chicken dinner with mashed potatoes, gravy, vegetable, and desert

Registration: Please contact Lee Anderson Leeander50@mac.com by Monday, January 7, 2008

Value stream mapping is a tool that helps us see and understand the flow of material and information as a product or service makes its way through the value stream. Value stream mapping is typically used in LEAN and differs from the process mapping used in Six Sigma in that it is a review of a process from a higher level and broader aspect. A value stream map (AKA end-to-end system map) takes into account not only the activity of the product, but the management and information systems that support the basic process. The idea is to first map your process, then above it map the information flow that enables the process to occur. This is especially helpful when working to reduce cycle time, because you gain insight into the decision making flow in addition to the process flow. Although Value Stream Mapping is often associated with manufacturing, it is also used in logistics, supply chain, service related industries, software and product development.

Michele Hoover: Michele has extensive experience leading Lean implementations and developing organizational competencies across a variety of industries including Healthcare, Automotive, and the Professional Services industry.

Michele received in depth training in the Toyota Production System while working at Toyota Motor Manufacturing where she was initially responsible for Supplier Development. She has also worked at Mercedes Benz driving Organization Development initiatives and at RWD Technologies where she was responsible for developing the Lean practice. Ms. Hoover entered the Healthcare field with the Performance Solutions division of GE Healthcare, where she was responsible leading the implementation of Lean in hospital and clinic environments.

Michele earned a Master's degree in Human Resource Development from Xavier University and a Bachelor's degree in Mechanical Engineering from Purdue University. Ms. Hoover serves on the Board of Examiners for the Malcolm Baldrige National Quality Award. Her publications include, "Improving Emergency Department Flow Through the RME", "Roadblocks into Results: Lean Benefits Surgical Center", and "Lean Fills Prescription for Change at Hospital Pharmacy".

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:



January 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

See our course schedule for a complete listing

This Month's Sponsor Profile



Cummins Filtration, Inc, formerly known as 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.

Cummins Filtration, Inc in Lake Mills, Iowa operates with over 578 employees. Cummins Filtration, Inc produces approximately 100,000 finished products 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.

Cummins Filtration, Inc. - Lake Mills has been ISO 14001:2004 certified since 2004 and in 2005 became ISO/TS16949 certified.

Cummins Filtration, Inc. is a subsidiary of Cummins Inc.

2005 - 2006
Company
Sponsors

August
OPEN

September
QC Inspection
Services

October
OPEN

November
Malt - O - Meal

December
Northstar Calibration,
Inc.

January
Cummins
Filtration

February
Wenger

March
Truth Hardware

April
Kato Engineering

May
OPEN

June
OPEN

July
Northstar Quality, Inc.

Interested
We currently
company
email him

Minnesota Quality Board of Evaluator Training Dates Set for 2008

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.

Winona Health's Journey to Excellence -- RAQC 1/15

The Rochester Area Quality Council, an affiliate of the Minnesota Council for Quality, is pleased to welcome Kathleen Lanik, CIO of Winona Health, to our January 15 meeting. Kathleen will share Winona Health's journey to excellence – their use of the Baldrige framework, along with other improvement methods such as Lean.

The discussion will take place Tuesday, January 15 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 January 11 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.

MN Technology: Mankato Event - Planning for an Aging Workforce

Is your company prepared for when the baby boomer generation retires? What are the threats posed by an aging workforce to your business? What is the bottom line impact of the financial and healthcare shortfalls exacerbated by an aging workforce?

Minnesota Technology, Inc. (MTI), a Partner of the MN council for Quality, is pleased to present “Planning for an Aging Workforce: What Demographic Shifts will Demand for your Business to Succeed” on January 16 in Mankato. Come to this compelling event to learn how the looming shortage of available quality workers will have a direct impact on your company's products and services – and your profitability.

The session will be led by several expert presenters:

- Tom Norman, Director, University of Minnesota, College of Continuing Education
- Rosie Ward, Health Management Consultant, RFJ Agencies
- Patrick Rogers, CPA and Partner, Eide Bailly LLP
- Melissa Weldon, Larson King LLP
- John Connelly, Director of Product Development

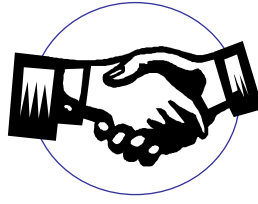
The session will be Tuesday, January 16 from 8:00 - 11:30 a.m. at the Tech Plus Center in Mankato. Cost is \$90 (discount of \$65 for registering early and a group rate of four for \$250 also available). For more information, visit http://www.minnesotatechnology.org/training/JAN16_form.asp.

MTI works to strengthen Minnesota's manufacturing companies and related-industries by helping them compete and grow profitably. Come learn the winning ways to grow your company at these not to be missed business events.



Hiawatha
Section 1214

Serving Southern Minnesota and Northern Iowa



Spring 2008 ♦ 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	HOURS	TUITION
001183	Quality Principles, Methods & Applications	1/31-2/1/08	HF	8a-4:30p	16	\$370
001184	8-Discipline Problem Solving Tools & Methods	2/26/08	T	8a-4:30p	8	\$235
001185	Implementing & Auditing ISO 14001 Environmental Management Systems	4/28/08	M	8a-4:30p	8	\$235
001186	Understanding & Implementing ISO 9001:2000	4/29/08	T	8a-4:30p	8	\$235
001187	Internal Auditor Skills	4/30/08	W	8a-4:30p	8	\$235
001188	Applying SPC & Statistical Tools	5/7/08	W	8a-4:30p	8	\$235
001189	Calibration Processes	5/13/08	T	8a-12n	4	\$125
001190	Calibration of Dimensional Gages	5/13/08	T	1-5 p	4	\$125
001191	Gage Repair	5/14/08	W	8a-4:30p	8	\$235
Certification Review Courses						
001197	Certified HACCP Auditor (CHA) Review	2/6-2/27/08	W	5:30-8:30 pm	12	\$200
001198	Certified Quality Engineer (CQE) Review	3/31-6/2/08	M	6-9 pm	27	\$450
001199	Certified Calibration Technician (CCT) Review	4/8-5/6/08	T	6-9 pm	15	\$250
001200	Certified Quality Auditor (CQA) Review	5/7-6/4/08	W	5:30-8:30 pm	15	\$250

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

South Central College – North Mankato Campus

1920 Lee Boulevard, North Mankato MN 56003 ♦ 507/389-7200

COURSE ID	COURSE NAME	DATES	DAY	TIME	HOURS	TUITION
001192	Corrective & Preventive Action Processes	2/13/08	W	8a-12n	4	\$125
001193	Understanding & Implementing ISO 9001:2000	3/5/08	W	8a-4:30p	8	\$235
001194	Internal Auditor Skills	3/6/08	H	8a-4:30p	8	\$235
001195	Supplier Quality Management & Improvement	4/3/08	H	8a-4:30p	8	\$235
Certification Review Courses						
001196	Certified Quality Technician (CQT) Review	1/24-2/28/08	H	6-9 pm	18	\$300

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

Ridgewater College – Hutchinson Campus

2 Century Avenue SE, Hutchinson MN 55350 ♦ 320/234-8500

COURSE ID	COURSE NAME	DATES	DAY	TIME	HOURS	TUITION
HTI 1323	Quality Principles, Methods & Applications	2/21-2/22/08	HF	8a-4:30p	16	\$370
HTI 1193	Project Management	3/18/08	T	8a-4:30p	8	\$235
HBU 1549	Microsoft Project 2003	3/19/08	W	8a-4:30p	8	\$235
HTI 1324	8-Discipline Problem Solving Tools & Methods	4/21/08	M	8a-4:30p	8	\$235

To register for courses at Ridgewater College, please call 320/234-8592.

ASQ Certification Schedule: 2007 - 2008

	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

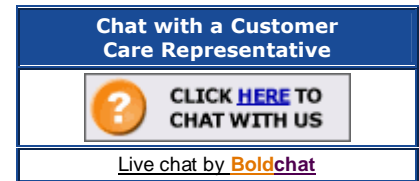
Exam Site Registration (2 sites available)

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 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.

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
Lisa Krause Northland Community & Technical College 1101 Hwy One East, Thief River Falls, MN 56701	Lisa.krause@northlandcollege.edu Phone: 218-686-8092 Fax: 218-681-0821	Marketing & Public Relations Internet Liaison Chair
Andy Kollengode 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 Oliszczyk Fleetguard Inc. 311 North Park, Lake Mills, IA 50450	Email: Michael.oliszczyk@cummins.com 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
Bill Harris Holm Industries PO Box 187 2523 South Bridge St, New Ulm, MN 56073	Email: bharris@holmindustries.com Phone: 507-354-3191 Fax: 507-354-3193	Newsletter Editor Audit Chair