



e-letter



➤ Next Section Dinner Meeting;

September 15 - Note - this is one week later than our normal meeting date.

We will have the speaker and topic confirmed this month. Watch for details in the August e-letter.

July Sponsor:

Section 1214 Members

(Want your company name and logo here? Check inside)

Inside this issue:

- South Central College (who?) p 3
- Fall Quality Classes p 6
- New Exam Schedules p 8

Question of the Month:

For several years ASQ National has been asking sections to survey their members to determine level of satisfaction and how we can better serve you. When we have sent out surveys in the past, we typically got a pretty poor response. This year, instead of a survey, the 1214 Section Leadership Committee (SLC) decided to try a Question-of-the-Month.

The question will be the lead sentence on the e-mail notification for the newsletter. All you have to do is Click Reply (without attachments), and provide us with your response. It will only take a few seconds each month. With this brief time commitment from you, we should be able to comply with the ASQ National requirements.

We will also post the question here with an e-mail address you can respond to - please enter QoM in the Subject line.

QoM:

What technical topic would you be interested in for our April Seminar?

Respond to bharris@holmindustries.com

Thanks for your assistance.

Did you know –

The ASQ National web site has a discussion board where you can get expert advice on a wide variety of topics, such as statistics, ISO requirements and interpretation, and much more. Go to www.asq.org and find answers to your questions.

Section 1214 Partners in Quality



- ASQ Winona-La Crosse Section 1216 www.asq1216.org
- Rochester Area Quality Council www.raqc.com
- Minnesota Council for Quality www.councilforquality.org
- APICS – Southern Minnesota Chapter www.apicssomn.org
- South Central Technical College www.southcentral.org
- Southern MN Chapter of SME <http://chapters.sme.org/162/homepage.htm>
- ASQ Minnesota Section 1203 www.mnasq.org

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

Company Sponsors & Profile

2004 - 2005 Company Sponsors

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
Section Members

August
OPEN

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

john@northstarquality.
com

to find out how your
company can help.

July and August *e-letters* are brought to you by the members of ASQ Hiawatha Section 1214.

ASQ Section 1214 members pay annual dues to ASQ National that, in turn, allocates a portion to our section to carry out section business and activities. Among the activities supported are a portion of the monthly membership dinner meetings, training materials for recertification classes, certification exam proctoring, a portion of the annual April Seminar, and a portion of newsletter and web page expenses.

To help cover newsletter and web page costs, we have attempted to get business sponsorships for each month to allow more member dues to go to these direct services. The cost is \$175 and includes a logo and write up about the company on this page of the newsletter, a logo and write up on our web page, and a 12-month listing as a corporate sponsor on both the web page and newsletter.

If your company would like to sponsor a month, contact John Moorhouse at the e-mail address shown on the left. (Prefer a particular month? Talk to John and we'll see what can be done.)

Name Change Follows Mission Change: **South Central College**

Faribault and Mankato, MN - The Minnesota State Colleges and Universities Board of Trustees met on May 18, 2005, approving SCTC's request for a name change to "South Central College." Mission change for Minnesota's newest comprehensive community and technical college was granted on March 16, 2005.



The name change isn't drastic, but the mission change to become a community and technical college is. The comprehensive 2-year mission has huge benefits for students who are looking to complete the first two years of a Liberal Arts transfer degree.

"We needed a name that could encompass both technical and liberal arts education. Our mission and name change is all about students, and providing better access to hundreds of students throughout the region served by our college. It's important to remember that it is an expansion of our mission to include transfer curriculum and that we are not in any way abandoning our mission to provide technical education. On the contrary, it is our intent to acquaint undecided students to the wonderful options they have available by choosing one of our technical majors," stated President Keith Stover.

South Central gathered input from students, faculty and staff and external stakeholders prior to the name change request. The college will maintain its collegiate blue and gold colors and diamond logo identifier as part of its new branding.



FARIBAULT • MANKATO

CONSULTANT REFERRAL NETWORK

The Minnesota Council for Quality – in cooperation with the Michigan Quality Council, the Ohio Partnership for Excellence, and the Wisconsin Forward Award – is pleased to announce the launch of the Consultant Referral Network©.

Located at www.consultantreferralnetwork.org, the Consultant Referral Network is a dynamic, web-enabled search tool that connects organizational improvement experts to client organizations seeking them. This service allows clients to outline their needs in terms of subject matter expertise sought, type of assistance desired (consulting, training, coaching, speaking, or facilitating), sector/industry expertise required, size of consulting firm desired, desired location of consulting firm, and years of experience preferred. The client can also weight the relative importance of each variable. The tool will then identify up to five consultants or firms that best match the client's needs.

“This service is extremely unique,” says Brian Lassiter, president of the Minnesota Council for Quality. “A few consultant directories exist, but this is the only tool to my knowledge that allows a client organization to search for consultants based on their specific needs. In this way, the Consultant Referral Network can much more effectively connect experts with organizations in need of assistance, where the two parties likely would not have otherwise found each other.” Organizations access this service throughout the year, seeking various subject matter experts that fit their requirements.

There is no charge for organizations to use this tool to search for consultants. “We hope to create awareness and encourage organizations to use this tool, because the more clients that find value in the service, the more valuable it becomes for consultants to list in it. And the more consultants who register, the more valuable the tool is for clients, because searches are from a broader base of expertise and capabilities.”

“Consultants, too, will benefit from the service,” adds Geri Markley, Executive Director for the Michigan Quality Council. “The service offers a potential channel of leads and a legitimate mechanism to create market awareness for the consultant's services and capabilities. It is independent and unbiased – which makes it credible and fair. And it is reasonably priced for consultants to get listed.”

Consultants pay a small fee for this service, and the pricing is flexible so the consultant can choose what best matches their needs – a higher up-front listing fee with lower subsequent referral fees for projects secured through the service, or a lower up-front listing fee with higher referral fees.

Consultants are also asked to agree to a Statement of Ethics as a prerequisite for being listed, which attempts to ensure a basic level of integrity with the firms that are listed. Once they complete the form and pay their listing fee, consultants await inquiries from organizational clients.

“This service provides a win-win-win,” says Lassiter. “The organizations win because they can more efficiently locate organizational improvement resources to help them advance improvement efforts in their operations. The consultants win because they may now get connected with organizations interested in their services. And the state quality programs win because we are offering a valuable service to stakeholders in our states.”

Manager of Quality/Organizational Excellence

Introduction (From ASQ.org Website)

As we all know, the role of quality professionals is evolving at all levels, and the role of the Quality Manager is no exception. To acknowledge this change, and to broaden the scope of the examination, the Quality Management Division surveyed current Certified Quality Managers and other recognized subject matter experts.

The survey results indicated that not only has the Body of Knowledge for Quality Managers changed, but also the name of the program itself must be updated to reflect the broader scope of this position. With the approval of the ASQ Certification Board, the Certified Quality Manager program will become the new Certified Manager of Quality/Organizational Excellence (CMQ/OE), effective with the March 2006 administration.

If you are a current Certified Quality Manager, you will retain that title until it is time for you to recertify. Once you meet the recertification requirements, we will send you a new card and certificate that reflects the new name of this program –Certified Manager of Quality/Organizational Excellence.

The Certified Manager of Quality/Organizational Excellence (CMQ/OE) is a professional who leads and champions process improvement initiatives in small businesses or multinational corporations that can have regional or global focus in a variety of service and industrial settings. A CMQ/OE facilitates and leads team efforts to establish and monitor customer/supplier relations, supports strategic planning and deployment initiatives, and helps develop measurement systems to determine organizational improvement, etc.

The CMQ/OE should be able to motivate and evaluate staff, manage projects and human resources, analyze financial situations, determine and evaluate risk, and employ knowledge management tools and techniques in resolving organizational challenges.

Examination

Each certification candidate is required to pass a written examination that consists of multiple-choice questions that measure comprehension of the body of knowledge. The Manager of Quality/Organizational Excellence examination is a four-hour, two-part examination—150 multiple-choice questions and two constructed response (essay) questions. It is offered in the English language only. The multiple-choice portion of the exam is 3 hours 15 minutes; the constructed response portion is 45 minutes.

Fees

	Member Price	List/Forum/Division Price
Certification Fee	\$270	\$420
Retake Fee	\$220	\$220

\$50 of your fee is an application fee, and is not refundable

For more information and the complete Body of Knowledge, go to ASQ.org and follow the links to certifications.



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

GAIN RECOGNITION-BECOME A SENIOR 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>

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. 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.

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
CQA-Biomedical, CHA, CRE, CQT, CMI, CSSBB, Certified Quality Manager (will be replaced with new Manager of Quality / Manager of Organizational Excellence; MOQ/MO in 2006),	October 22, 2005	August 19, 2005
CSQE, CQIA, CCT, CQE, CQA	December 3, 2005	April 8, 2005 October 7, 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	\$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 - 2004/2005

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)
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 Membership Chair
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