



Hiawatha  
Section 1214

2003/2004

*Serving South Central Minnesota and Northern Iowa*

***Check out our new web page! [www.asq1214.com](http://www.asq1214.com)***

## Reinventing ASQ Membership



# “The ASQ Living Community Model”

## What it is and how it will impact your membership

(Look inside for more info)



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## *Chairperson's Corner*

### June Chair's Report

This is a special edition of the Hiawatha Section Newsletter intended to alert section members to the changes in ASQ membership. These changes can have an adverse effect on section 1214.

We want to urge all section members to continue their membership in section 1214. This will help assure continued funding which enables us to bring the programs, seminars, training and classes with South Central Technical College. New membership categories being offered by ASQ National will allow members several options. Some include no section affiliation. For each member choosing those options, section 1214 loses funding from ASQ National. Loss of funding means cut backs in what this section can offer.

The section Board of Directors – soon to be known as Section Volunteer Committee – is here to serve all members. If we are not meeting your needs, please let us know. You can call any Board member, email us, or contact us through the section 1214 website: [asq1214.org](http://asq1214.org).

Also, don't forget, when renewing your membership, be sure to authorize **Section Information** under **Select your e-mail preferences**. This will allow us to email this newsletter to you in the future.

Thanks, and have a great summer.

Bill Harris



# Hiawatha

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### The Living Community Model

At the February 2004 meeting, the ASQ Board of Directors approved Phase 1 implementation of the ASQ Living Community Model, the Society's reinvention of membership which features flexible options, and a new benefits and dues structure.

The new model maintains the tradition values of ASQ membership, yet builds on it by offering a variety of new and enhanced member types and benefits suited to all interested in the practice and/or profession of quality. The Living Community Model approach advances ASQ's Vision as the "community of choice for everyone who seeks quality technology, concepts or tools to improve themselves and their world."

The new membership plan ensures that ASQ near-term can invest in, roll out, or enhance key strategic initiatives sought by members. These include:

- ◆ proving the economic case for quality;
- ◆ enhancing the image of the quality professional and ASQ;
- ◆ enhancing activity on national issues, including Washington D.C., presence;
- ◆ growing new and diverse communities of practice; and
- ◆ providing more personalized member relationship management.

"Historically, ASQ has taken a 'one-size-fits-all' approach to membership, a best practice in the association world for years. But the time for change has come; people expect more from their professional associations," said Ken Case, ASQ president. "At the same time, quality's scope and impact in business and in society is expanding. The Living Community Model provides value to individuals from all backgrounds and occupations who profess an interest in quality, offering them flexible choices of involvement and affiliation with the organization and the quality movement."

The model is designed to appeal to current and prospective members with new and more diverse benefits and choices, multiple points of access, varying dues structures, and networking community options. "The beauty of the model—and the reason it is called 'Living,' in alignment with ASQ's Living Strategy—is its flexibility and adaptability. Our new membership approach is open to seed and grow new communities of practice and interest, and is able to evolve as new benefits and services are deployed within each member type," said Case.

The Living Community Model Phase 1 implementation primarily addresses four individual membership types—Regular Member, Associate Member, Forum Member, and Student Member. Benefits and dues for these categories will go into effect for new and renewing members beginning July 1, 2004.

Dues associated with all levels of the membership will help fund new activities, such as delivering tools and materials to substantiate the impact of quality management in business improvement—also known as the "Economic Case for Quality,"—and a sustained, national and global effort to enhance the image, value, and voice of quality professionals, practitioners, and ASQ. Image enhancement is expected to include several promotional activities as well as a media campaign.



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## STILL TO COME...

Phase 2 and Phase 3 of ASQ's Living Community Model are now in the research and design mode. Phase 2 will be presented, with its implementation plan, for board approval in May 2004; roll out of Phase 2 would then be scheduled to begin later this year. Phase 2 will primarily focus on group, organization and corporate memberships and sponsorships. Phase 3, also dependent on board approval, is envisioned for January-July 2005. It would include implementation of further benefits across member types and conducting an initial assessment of member satisfaction with the model and its accompanying membership types. Questions on the Living Community Model can be directed to [membermodel@asq.org](mailto:membermodel@asq.org). or check out the ASQ web site: [www.asq.org](http://www.asq.org)

## Membership Options – What do they mean?

(See chart on next page for list of membership types and benefits)

**Student** members are those individuals currently pursuing a degree at an accredited university or college on a full-time basis who are interested in advancing their knowledge of quality tools, techniques, and applications within their field of study.

**Forum** membership is intended to appeal to those individuals who have an interest in quality focused within a specific industry or topic, as represented by a Forum/Division. As with the Associate member, benefits are primarily delivered through electronic means, although some face-to-face interaction and networking opportunities may further engage Forum members.

**Associate** membership is a new category of membership for the Society. This membership type is designed for individuals who are interested in quality tools and techniques, such as continuous improvement or customer satisfaction, even though quality management may not be their primary job function. The Associate member category may include individuals who choose ASQ as a secondary organization or supplement to their primary professional association. Individuals who select this mid-level path of entry into the Society will receive member benefits electronically. This category is appropriate for individuals around the globe.

**Regular** membership is for individuals who consider themselves quality professionals or practitioners, wherever they reside. The Regular Member category continues the tradition of ASQ membership, while adding flexibility and value to the member experience, PLUS some exciting new benefits.

**Presently, all members receive a Section, or local geographic affiliation with their membership. Under the Living Community Model approach, Regular members will receive a Section membership and will select a topic- or industry-specific Division/Forum membership.**

**Senior and Fellow** members receive all of the benefits of a Regular member plus the choice of one additional Section, or two additional Forums/Divisions, or one journal. Senior and Fellow member dues are equal to the Regular member dues.

## Why choose Hiawatha Section 1214?

As you review the individual membership categories and benefits below, we hope that you consider the Hiawatha Section 1214 as your affiliated section. We continually strive to bring you quality



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presentations, seminars, and pertinent information that will enhance your quality career and profession.

	Membership Type					
	Student	Forum	Associate	Regular	Senior	Fellow
Benefit	\$25	\$29	\$69	\$119	\$119	\$119
ASQwire e-newsletter	•		•	•	•	•
<i>Quality Progress</i> magazine – online	•		•	•	•	•
<i>Quality Progress</i> magazine – Print				•	•	•
Forum Membership		•		•	•	•
E-Section Membership			•			
<b>Section Membership</b>	•			•	•	•
E-Salary Survey Access		•	•	•	•	•
Topic-specific Article Bundles				•	•	•
QIS Access				•	•	•
QIC Access & Support				•	•	•
<i>ASQ Quality News Today</i>	•		•	•	•	•
Web-based ASQ Info		• +	• +	•	•	•
Leisure and Affinity Benefits			•	•	•	•
Ability to upgrade to Senior/Fellow				•		
Member Rates – Forums, Sections	•		•	•	•	•
Member Rates – QIC	•		•	•	•	•
Member Rates – Products & Services	•		•	•	•	•
Member Rates – Journals	•	•	•	•	•	•
Additional choice of: Section, two forums, or journal					•	•

\*This is not an all-inclusive list

+ Limited access

\*\*\$10 instant rebate for renewing members, fiscal year 2005 only

## *Company Sponsorship*

### **2003 - 2004**

**VOLUME XVI**

**June 2004**

**No. 9**

**Serving Southern Minnesota and Northern Iowa**



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September – Blount, Inc.

October – Advanced Component Technologies, Inc.

November – Malt-O-Meal Company

January – Wenger

February – Fleetguard, Inc.

March – SPX Corporation

April – Truth Hardware

May – Kato Engineering

**June – Northstar Quality, Inc.**

**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, August, and December**. If you think your company would like one of these spots, call John Moorhouse at 507-279-3513 or email him at [info@asq1214.org](mailto:info@asq1214.org).



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## NORTHSTAR QUALITY

*Your Guide To Success*



45526 Linda Lane  
Kilkenny, MN 56052  
507-279-3513  
[www.northstarquality.com](http://www.northstarquality.com)

**Northstar Quality, Inc. works in partnership with South Central Technical College to promote and present the Hiawatha Section 1214 sponsored quality training workshops at the SCTC Faribault campus. As a supporter of the Hiawatha Section 1214, we are pleased to sponsor the Hiawatha Section 1214 Newsletter & Website.**

### **Northstar Quality, Inc. guides local businesses to achieve bottom-line results by:**

- ✧ Providing training, auditing, and consulting services to help you implement and improve your quality management systems (QMS).
- ✧ Bringing you insights and a balanced perspective, as we are actively involved in registrar auditing, systems implementation, problem solving, auditor training, and quality systems training.
- ✧ Taking a "business first" approach. We keep focused on the needs and profitability of your business.
- ✧ Keeping it simple. Working quickly and efficiently within the framework your organization. Use our experience to apply innovative methods to minimize documentation and resources, and streamline processes.
- ✧ Giving your employees knowledge to confidently and independently manage the quality system after the consultant leaves, giving you value for your investment that you can build on into the future.

### **Our Capabilities:**

- ✧ Training Workshops: Understanding & Implementing ISO 9001, Internal Auditor Skills, ISO/TS 16949 Implementation, FMEA, SPC & Statistical Tools, Gage R&R, Supplier Management, Problem Solving Tools & Methods, Introduction to Quality, Project Management, etc. Customized workshops are always available.
- ✧ Areas of Experience: Automotive, electronics, medical devices, agriculture, heavy duty truck, construction, recreational vehicles, tooling, food processing, packaging, distribution, aerospace, military, industrial goods, consumer products, metal working, finishing, and heat treating.
- ✧ Expertise Includes: Quality management systems (ISO 9001, QS-9000, ISO/TS 16949, FDA/QSR, etc.), auditing, documentation, improvement tools and methods, statistical tools, gauging and measurement, problem solving, customer relations, etc.

### **Northstar Quality's Personnel:**

- ✧ Our team members are experienced business professionals, with approximately 80 years of hands-on shop floor experience in manufacturing, processing, service, and distribution industries.
- ✧ In addition to being RAB trained and certified as QMS auditors, we also hold ASQ certifications including Certified Quality Manager, Certified Quality Engineer, and Certified Quality Auditor.

**Please call for a free consultation to discuss how we can guide you to success.**

*John Moorhouse, President*

[john@northstarquality.com](mailto:john@northstarquality.com)

507-279-3513

**VOLUME XVI**

**June 2004**

**No. 9**

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## Certification Schedule

### General

CQE = Certified Quality Engineer  
 CQA = Certified Quality Auditor  
 CQM = Certified Quality Manager  
 CRE = Certified Reliability Engineer  
 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

Contact Glen Wolf at (507) 444-4435 for information on Certification Exams, or Re-certification classes.

<b>2004 Certification Exam Dates &amp; Application Deadlines</b>		
<b>Certification</b>	<b>Exam Date</b>	<b>Application Deadline</b>
CHA-HACCP Auditor CQA-Biomedical CQA-HACCP CRE, CQT, CMI Quality Manager Six Sigma Black Belt	March 6, 2004	January 9, 2004
CSQE, CQIA, CCT, CQE, CQA	June 5, 2004	April 9, 2004
CHA-HACCP Auditor CQA-Biomedical CQA-HACCP CRE, CQT, CMI Quality Manager Six Sigma Black Belt	October 16, 2004	August 20, 2004
CSQE, CQIA, CCT, CQE, CQA	December 4, 2004	October 1, 2004

### Certified Quality Auditor (CQA) Exam Changes

This is to announce the change to the CQA Body of Knowledge (BOK) that will become effective with the administration of the June 5, 2004 exam.

**NOTE:** With the June 5, 2004 administration the CQA exam will be 5 hours in length and approximately 15-20% (25-30 questions) of the test will be devoted to case studies.

For the new BOK and a comparison of the old vs. new BOK please go to: <http://www.asq.org>



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## Certification Fees

### New Exam Fees – 2004

	<u>Member</u>	<u>Non-Member</u>
Quality Manager	\$235.00	\$340.00
CQA, CQE, CRE, CSQE, CQA-HACCP, CQA-Biomedical, Six Sigma Black Belt	\$180.00	\$285.00
CQT, CMI, CQIA, CCT	\$155.00	\$260.00

**\*PLEASE NOTE:** A portion of the above fees (\$50.00) is an application fee and is non-refundable.

### Retake Fee

Quality Manager	\$185.00	\$185.00
CQA, CQE, CRE, CSQE, CQA-HACCP, CQA-Biomedical, Six Sigma Black Belt	\$130.00	\$130.00
CQT, CMI, CQIA, CCT	\$105.00	\$105.00

### Re-Certification Fees

<u>Quantity of Certifications</u>	<u>Member</u>	<u>Non-Member</u>
One Re-certification	\$30.00	\$50.00
Two or more Re-certifications	\$50.00 (Total)	\$50.00 (Each)
<u>Re-Certify by Exam</u>		
Quality Manager	\$180.00	\$285.00
CQA/CQE/CRE/CSQE/CQA-HACCP/ Six Sigma. CQA Biomedical	\$130.00	\$235.00

**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.

### **Certification Pass List – Section 1214**

NAME	CERTIFICATION	EXAM DATE
Your name could be here – call Glen and find out how!		



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### ***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).
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.
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 is \$30 for one re-certification and \$50 for two or more synchronized re-certifications. 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:  
**Glen Wolf, 528 Truman Avenue, Owatonna, MN 55060.**

After submission of your Journal, allow six to eight weeks to receive your re-certification confirmation from National ASQ.

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### ***Other Quality Events...***

The Rochester Area Quality Council will be welcoming Mark Hurlbert, Director of Office Business Excellence from Motorola on Wednesday, June 2nd for "A Journey Towards Performance Excellence." Performance Excellence challenges you to look at the WHOLE business with its linkages and key business requirements within a results-oriented framework. It demands relentless commitment to continuous improvement and value creation. Learn about Motorola's journey to Performance Excellence and some of the best practices that helped achieve world-class results. This program will be held at the University Center Rochester, Coffman Building, Room CF206-208 from 7:30 a.m. to noon and does include breakfast. Cost prior to the early bird deadline of May 26th is \$79 for members and \$89 for non-members; after May 26th the cost is \$89 for members and \$99 for members. You can register online at [www.raqc.com](http://www.raqc.com), by email to [kay.wiegert@roch.edu](mailto:kay.wiegert@roch.edu) or by phone to 507-285-7560.



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4/20/04  
Tom Terez



Chairman Bill Harris  
Introducing Tom Terez

### Successful seminar is held!

Thank you, Tom for the privilege of having you as the presenter at our annual seminar in April.

Tom's internationally known presentation on The Better Workplace SuperSession! was beyond the stage of just giving advice! We learned how to turn our ideas into great achievements. There are many examples that demonstrate the success of the seminar. One participant's comment stands out: Our individual commitment to make small actions into a big system. Also, thank you Tom for the follow through to each one of us!



*Here's one happy participant!  
He won the \$50 Cabelas gift  
certificate in the early bird  
drawing!*



Don Thomas  
Winner of the \$50  
Cabela's Gift Certificate



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## ASQ Board Members

BOARD POSITION	CONTACT INFORMATION
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**Chairperson**

Email: bharris@holmindustries.com

Bill Harris

**Holm Industries**

507-354-3191 / Fax #: 507-354-3193

**Vice Chair/Program/Newsletter**

Email: lisa\_k\_krause@malt-o-meal.com

Lisa Krause

**Malt-O-Meal**

507-645-6681 Ext. 4304 / Fax #: 507-663-6242

**Treasurer**

Email: susan.m.hoeft@fleetguard.com

Sue Hoeft

**Fleetguard, Inc.**

641-592-7394 / Fax #: 641-592-1330

**Auditing Chair**

Email: Minnie.e.dunbar@fleetguard.com

Minnie Dunbar

**Fleetguard, Inc.**

641-592-7395 / Fax #: 641-592-1315

**Secretary**

Email: lmorris@goact.net

Lorraine Morris

**Advanced Components Tech., Inc.**

641-324-4262 / Fax #: 641-324-3170

**Education**

Email: dick.sunsdahl@southcentral.edu

Dick Sunsdahl

**South Central Tech. College**

507-334-3965 / Fax #: 507-332-5888

**Membership & Recertification**

Email: gwolf@truth.com

Glen Wolf

**Truth Hardware**

507-444-4435 / Fax #: 507-444-5351

**Internet Liaison**

Email: john@northstarquality.com

John Moorhouse

**Northstar Quality, Inc.**

507-279-3513



For more information on upcoming events  
check out our new web page,  
[www.asq1214.org](http://www.asq1214.org)

