



e-letter



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Interested in becoming an Evaluator for the Minnesota Council for Quality award program? What's involved? How can you benefit by becoming an evaluator? Check the article on page 7.

Did you know that the body of knowledge and even the name of the Certified Quality Manager program was changing? Will this have any effect on you if you are currently certified as a Quality Manager? See the explanation of the new program on page 6.

Preparing for one of the certification exams? Do you know when the exams are? Where they will be held? How about when you need to get your application in by? See page 9.

What Section Dinner Programs are scheduled for next year? This was a trick question - we haven't planned next year yet. This would be the perfect time for you to let us know what topics are of interest to you or your company. Just reply to this email with your suggestions and we will work on making it happen.

Do your coworkers get the e-letter? Maybe not! Almost half of our members still have not granted Section 1214 permission to use their email address.

Do them a favor - forward this e-letter to them. Or, print out the pages you think they might be interested in.

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

Chairperson's Corner

Summer is quickly approaching and that means it's time to wind up the ASQ program year. Unfortunately, we did not have enough people to do the Schell's brewery tour in May but we are going to have another go at it in October (when people are not so busy). With the increased 911 security at many companies, it is getting harder and harder to find places that will allow us to tour their facilities so if you know of a local company that will allow us to do so, please email me at lisa_krause@malt-o-meal.com.

Moving on to a new topic: how many of you are familiar with an FPA SAFE audit? We always hear a lot about ISO audits, but unless you are in the food industry, not too many of you have probably heard of it. The structure of FPA SAFE audit is very similar to an ISO audit as it has sections and categories that are much like that of the ISO standards. It also focuses on a company's documentation and asks the same question that ISO does, "Are you really doing what you say you do? If so, prove it." About two months ago, we were informed that our company would make the switch from our old way of auditing to this new one. This was quite a learning experience as we, like many other food companies, use the American Institute of Baking for our auditing needs. Since AIB audits focus on walking tours of the production area and not so much on documentation, we found that our company was lacking many documents that would be needed to "pass" the FPA audit. We ended up crunching hundreds of documents in a very short time period; but in the end, it was worth it. Though we are not ISO certified, we do meet the standards set out by the FPA and this report will be given to any of our customers that request it. If you would like any more information on this topic, email me at the address above or give me a call. I would be glad to share anything I've learned from this experience with you.

Finally, for those of you contemplating the CQM test in the near future, there is some new information about it in this newsletter. Lee Anderson has done a nice job of summarizing the items that are changing and would be glad to give you any information that you need if you are thinking about taking this test next year. You can also check out our website www.1214asq.org to find out more information as well.

Have a great Memorial Day weekend....

Lisa Krause

2005-2006 Section Leadership Committee Officers

Chair	Lisa Krause
Secretary	Lorraine Morris
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Membership Chair	Tanya Walters
Education Chair	Brian Knutson
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Internet Liaison	John Moorhouse
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Company Sponsors & Profile

2004 - 2005
Company Sponsors

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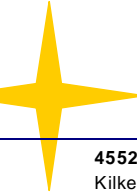
Company sponsors
also support our web
site. Contact John
Moorhouse at

john@northstarquality.
com

to find out how your
company can help.

NORTHSTAR QUALITY

Your Guide To Success



45526 Linda Lane
Kilkenny, MN 56052
507-279-3513
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

507-279-3513

Minnesota Council for Quality and Rochester Council for Quality Present:

***Disney Institute showcases best practices and philosophies
from the world renowned Walt Disney World Resort®***

Thursday June 16, 2005

Sessions: 8:00 to 9:30 Leadership, Disney Style
10:00 to 11:30 Management, Disney Style
11:30 to 1:00 Lunch
1:00 to 2:30 Loyalty, Disney Style
3:00 to 4:30 Service, Disney Style

Location: Earle Brown Heritage Center-Carriage Hall
6155 Earle Brown Drive, Brooklyn Center, MN 55430
(763) 569-6300 - www.earlebrown.com

Register online: www.councilforquality.org/DisneyKeystoExcellenceEvent.htm
Or contact the Minnesota Council for Quality

Early Bird Deadline is May 27

This program is ideal for any size business - from leaders in Fortune 100 companies and mid-sized organizations to small businesses. Some industries that have previously participated in this program include:

Hospitals/Healthcare Providers • Financial Institutions • Retail Outlets • Automotive Sales/Service Locations •
Restaurants/Food-Service Companies Real Estate Developers/Management Companies • Government Organizations/ Military/National Guard Management Personnel • Utilities • Manufacturers • Insurance

LEADERSHIP, DISNEY STYLE

Discover how effective leadership has been the catalyst at Disney to drive employee/customer satisfaction and bottom-line results, from the company's inception to today.

MANAGEMENT, DISNEY STYLE

Understand the importance of integrating your corporate culture into selection, training, and care.

SERVICE, DISNEY STYLE

Explore world-renowned Disney principles for service excellence.

LOYALTY, DISNEY STYLE

Learn key practices and principles in building and sustaining loyalty that have made Disney a trusted and revered brand around the world for more than 75 years.

RAQC is considering the option of providing bus transportation to this event at no (or minimal) cost. If there is enough interest in bus transportation, we will contact you with details. Would you, or someone from your organization, consider attending this event if bus transportation were provided? Contact:

Connie Kurth
Marketing & Administrative Assistant
Rochester Area Quality Council

Job Posting:**QUALITY ENGINEER**

Perfecseal Mankato, custom manufacturer of thermoformed plastic packaging for the medical market, is seeking a Quality Engineer.

This position is responsible for leading quality improvement projects, interfacing with customers on quality-related issues, assisting with corrective/preventive action systems, assisting in overall quality system improvement, and conducting quality system audits.

Successful candidate will possess excellent leadership, interpersonal and communication skills. Experience in ISO 9001, SPC, DOE, FMEA, Six Sigma, and other quality tools required. Four-year college degree and 2-5 years quality experience required. ASQ CQE certification is a plus.

Perfecseal Mankato offers a competitive salary and comprehensive benefit package. Send resume to:

PERFECSEAL MANKATO
1301 Third Avenue
Mankato, MN 56001
pkcooney@bemis.com

Perfecseal Mankato is a subsidiary of Bemis, a Fortune 500 company.

EOE

Rochester Area Quality Council (RAQC)

Please join us on Tuesday, June 7th for "**Three Keys to Breakthrough Performance for Your Business**" by Jim Rogers of Advance Management Group. Jim will guide you through the steps to design a successful process advancement project to improve customer satisfaction, financial performance, and employee involvement.

Jim has been described as "a superb facilitator and educator" and "delivered results far beyond my expectations." Don't miss this program! For more information and to register please visit www.raqc.com.

Connie Kurth
Marketing & Administrative Assistant
Rochester Area Quality Council

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.

Minnesota Council for Quality Board of Evaluator Training in Rochester

The Minnesota Council for Quality is once again offering Board of Evaluator training this June in Rochester. The 2005 Criteria are different than 2004, so if you were trained last year and you plan to serve on a Site Visit team this year, please plan to attend. For those of you trained last year, you will probably find the learning that takes place much more clear! Evaluators can also earn post-graduate credit for participating in training. For interested Evaluators, the University of Wisconsin-Stout will offer three hours of credit in partnership with the Minnesota Council for Quality.

When: June 28-30th All Day
Lunch is included!

Where: Educational Services Center (ESC) Building, Rochester Public Schools
334 16th Street SE, Rochester, MN 55904

Cost: 1st Year Evaluators: \$500 members; \$600 non-members
2nd Year Evaluators: \$259 members; 300 non-members
3rd+ Year Evaluators: Free

Application materials must be received at the Council office by May 27 (new Evaluators) or by June 14th (returning Evaluators). The application is attached to this email and can also be accessed at:

<http://www.councilforquality.org/Documents/2005SummerElectronicBOEApplication.doc>.

Questions regarding the application? Contact Kathryn Mackin at kathryn.mackin@councilforquality.org. If you have an application on file with the Council, you need only make updates to the 2005 application.

Some of the benefits of becoming an Evaluator include:
Evaluators receive comprehensive, valuable training on the Criteria for Performance Excellence, furthering their understanding of validated leading-edge organizational practices.

Evaluators develop (or expand) several skills that can be applied at their home organization. These skills include: analytical, consensus building, team building, interpersonal, written communication, interviewing, and systems thinking.

Evaluators can identify good (or "best") practices that may benefit their organization.

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, Certified Quality Manager (<i>will be replaced with new Manager of Quality / Manager of Organizational Excellence; MOQ/MO in 2006</i>), CSSBB	October 22, 2005	August 19, 2005
CSQE, CQIA, CCT, CQE, CQA	June 5, 2005 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 Program Chair
John Moorhouse Northstar Quality, Inc. 45526 Linda Lane Kilkenny, MN 56052	Email: john@northstarquality.com Phone: 507-279-3513	Vice Chairperson
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
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
Dick Sunsdahl South Central Technical College 1225 3 rd St SW Faribault, MN 55021	Email: dick.sunsdahl@southcentral.edu Phone: 507-334-3965 Fax: 507-332-5888	Education Chair Historian
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
John Moorhouse Northstar Quality, Inc. 45526 Linda Lane Kilkenny, MN 56052	Email: john@northstarquality.com Phone: 507-279-3513	Internet Liaison (Web Master)