



June 2006

2005-06 Section Dinner Meetings:

- ✓ September 15 – Tom Partridge: Quality in Healthcare
- ✓ October 13 – Schell’s Brewery Tour
- ✓ November 10 – Brian Lassiter, Minnesota Council for Quality
- ✓ December 8 – Member Appreciation, Gavin Jerome – The Morale Mechanic
- ✓ January 12 – Joint ASQ / APICS, Reduction of Hazardous Substances (RoHS)
- Yvonne Halpaus
- ✓ February 9 - Laser and White Light Inspection for Reverse Engineering - David Devowe
- ✓ February 16 – Special Section Meeting in Hutchinson
*Measurement Error – Lon Stachowiak
- ✓ March 9 - Global Sourcing – Fred Zimmerman
- ✓ April 20 – Annual Spring Seminar - Mistake Proofing
- ✓ May 11– Spring Tour – Malt-O-Meal

June Sponsor:



June Highlights

Question of the Month

Section 1214 partners with several other area organizations to promote quality and the quality profession. We offer a 10% discount or Section member rate to members of those organizations, and they have agreed to do like wise for Section 1214 members.

Our June question is: Have you, or do you know of anyone who has taken advantage of our partners in quality discounts with other groups? What was your experience like (were there any problems in receiving the discount, etc.)?

Message from the Section Chair(s)

Parting words from outgoing Section 1214 Chair Lisa Krause, and comments from our Chair-Elect, Lee Anderson. p 2 & 3

Our Year in Review

Highlights of section events from this past program year. p 5

Partner News

- Rochester Area Quality Council Program – June 6 p 7
- Minnesota Council for Quality 2005 Quality Awards
- Minnesota Quality Award Evaluators Needed p 2

Message from the Chair

Greetings everyone!

The new fiscal year for ASQ begins on July 1st. At that time, the new officers and appointed committee members will take over their new tasks and I will hand over the baton as chair to Lee Anderson. Although I do so with some sadness, I think that serving as chair has been one of the most rewarding activities I have done in my professional career so far. So...with that said, I thought it was appropriate to put together a Top Ten listing of the reasons YOU should consider serving on the ASQ executive committee.

1. Once a month you get to eat at a really nice restaurant
2. Learn to multi-task while balancing a fork and writing down action items
3. Hang out with really cool people
4. Tell really bad jokes – people actually listen
5. A board position looks good on your resume
6. Learn how to make 5 handouts work for 9 people
7. Network with some of the best quality people around
8. Get to share your passion for quality with others
9. Try something new that you wouldn't normally do
10. Have something to do on Thursday night now that ER & CSI reruns have begun

Thank you for making my time as the chair such an enjoyable experience. I hope to see you at future meetings and that you help keep the section strong and growing. One of the biggest things I learned as chair is that one person can make a difference. Take care!

Lisa Krause

MCQ – Volunteer Evaluators Needed

The Minnesota Council for Quality is extending an invitation to join the 2006 Minnesota Quality Award Board of Evaluators. This Baldrige-based assessment process helps organizations identify and prioritize improvement opportunities that enable them to reach higher levels of performance excellence. You probably also know that the experience for the volunteer Evaluators offers tremendous learning, developmental, and networking opportunities. Finally, the demand for our assessment services has grown exponentially: we completed 4 assessments in 2003, 7 in 2004, 10 in 2005, and anticipate about 15 in 2006.

The summer Evaluator training session is scheduled for June 27-29 in Rochester, MN. 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 summer orientation: June 1, 8, or 9 (pick one); orientation is also in Rochester. Applications for new Evaluators are due **May 26**. Scholarships are available for those in need.

For more information or for an application, please email the Council at kathryn.mackin@councilforquality.org. We hope that you would consider joining the Board of Evaluators and/or encourage others to do so.

Message from the New Chair

Comments from the Incoming Chair by Lee Anderson

On Monday evening I finished the last class for a CQE Refresher class I was conducting. One of my students was filling me in on the difficulties he has been experiencing the last few days trying to get some help getting an alternate test date. You see he is an Army Guardsman and has drill every Saturday that the tests are offered on. He informed me that ASQ policy has been to provide special dispensation for religious reasons but there is no policy supporting our military personnel. Every organization in the United States is required by law to support our military but ASQ doesn't...incredible!

It seems to me this is an example of how our organizations seem to put up obstacles in front of all of us accomplishing goals that will make us better, more valuable as an employee, and even more valuable as a member of society. I pick on ASQ only because I am a card carrying member of the organization and to prove that no organization is immune, including ours. Mostly those obstacles exist, I think, because no one has ever communicated to leadership that the obstacle exists. I think, all too often, people simply give up, thinking it is useless to try because our leaders won't do anything anyway. I guarantee they won't do anything if they don't know.

I can't tell you how proud I am of our section and our leader members. I am particularly proud of Lisa and the work she has done over the many years she has been active in the section. She is leaving me with a section that is running very well. I also feel blessed to have been able to work under her leadership. She is simply excellent. I can only hope to achieve over my tenure what she has accomplished over the last two years. As good as Lisa has been, she would be the first to tell you we have so much more we can achieve.

I think as a section we still have so many obstacles to helping our membership. But I think you as members of the section know those obstacles better than our leader team does. We get so little feedback from you all, but we need that feedback to help us get better. We need to know how we can communicate better with you. We need to know how we can get more information and educational opportunities to you. We need to know how the section can serve you better.

The section covers a lot of geographical area. Many of you are unable to attend meetings simply because of the travel distance. We have been trying to get programs out to other parts of the region including around the Hutchinson area. There is a lot of industry coming to the western part of the state and I see perhaps an opportunity to consider helping a new section start up if somebody steps forward willing to try. There are so many opportunities. It is a target rich environment. I invite and encourage you to send us email. Let us know your thoughts and ideas. I'm not sure we can always implement them but we will never know unless you communicate them. I look forward to being chair and I look forward to reading your email.

Lee Anderson, CQE

Editor's Note: Shortly before sending out this newsletter, we learned that ASQ National had made arrangements to have the Guardsman take the CQE exam the following Saturday – June 10.

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.

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This Month's Sponsor Profile

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 College to promote and present the Hiawatha Section 1214 sponsored quality training workshops at the SCC 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

ASQ HIAWATHA SECTION 1214 YEAR IN REVIEW: July 2005 through June 2006

The ASQ Hiawatha Section 1214 has had an exciting year. Here are some of the highlights.

Your **Section Leadership Committee** for 2005/2006 were Lisa Krause (Chairperson), John Moorhouse (Vice Chairperson and Internet Liaison – Web Master), Lorraine Morris (Secretary), Tanya Walters (Membership Chair), Minnie Dunbar (Auditing Chair and Historian), Brian Knutson (Education Chair), Lee Anderson (Certification Chair and Recertification Chair), Russell Scheller (Program Chair), and Bill Harris (Treasurer and Newsletter Editor). We are now looking forward to start the new year with three new members on the ASQ Leadership Committee. They are Andy Kollengande, Prashanth Prabhakar, and Michael Oliszcak.



Ed Lyons, selected at random from the October QoM respondents, receiving a Kwik Trip gift card from Section Chair Lisa Krause.

The Leadership Committee decided to start the **Question of the Month**. Some of the months we had a drawing for a gift certificate. Our first winner was Ed Lyons.

- Our longest Leadership Committee member, Richard (Dick) Sundahl decided to retire from the Hiawatha Leadership board. He had over 20 years of service. On August 11, 2005 we hosted a **“Roast Dick Sundahl” party** at Cabela’s in Owatonna, MN. Dick received a “Testimonial Award in recognition of Leadership and Distinguished Service.

Dick Sundahl with several of the Leadership Committee: Front row: Lisa Krause, Dick, and Brian Knutson. Back row: Tanya Walters, Bill Harris, John Moorhouse, and Lorraine Morris.



- Hiawatha Section 1214 Helps with **Hurricane Relief**. The Section Leadership Committee has donated \$250 on behalf of all Hiawatha Section members to the American Red Cross to aid in the hurricane disaster relief efforts.



- ◆ ASQ salutes 104 sections that reached the **Total Quality Level** for the 2004-2005 year and Hiawatha Section 1214 received the Gold Award by achieved at least 75 percent of our objectives.

- ◆ Section 1214 now has **two certification exam site locations**, one in **Owatonna** and the other in **Hutchinson**. The Hutchinson is an alternate site.
- ◆ ASQ Section 1214 forms a partnership with **the South Central College** of Faribault and Mankato, and **Ridgewater College** of Hutchinson, to help our members continue their quality education.
- ◆ Thanks to Russell Scheller, we had some great **Section Dinner Programs**, hope you was able to make a few of them.
 - ✓ September 2005, was our first meeting for the year. We had Tom Partridge, from the Mayo Clinic Medical Labs and he spoke on Applying Quality Tools in Healthcare.
 - ✓ October 2005, the group went to Schell's Brewery Tour in New Ulm (rescheduled from May). The group sure enjoyed going through the brewery.
 - ✓ November 2005, Brian Lassiter of Minnesota Council for Quality gave an overview of the Minnesota Council for Quality, its mission, history, goals and products and services.
 - ✓ December 2005 was the Membership Appreciation with Jerome Gavin, the Morale Mechanic, as the speaker and he presented, "If You Can Laugh At It, You Can Live With It!" What wonderful time to just sit back and laugh. The stress went away by the end of the program.
 - ✓ January 2006, this was a join meeting with APICS and Yvonne Halpaus was the speaker on WEEE (Waste Electrical and Electronic Equipment) + RoHS (Reduction of Hazardous Substances). She informed us that compliance with these new directives, WEEE (2005) and RoHS (2006) for electrical and electronic equipment will significantly impact component manufacturers and end equipment makers.
 - ✓ February 2006 we had David DeVowe and Steve Traynor giving us a presentation of "Light and Laser White Scanning to Capture Complex Geometries."
 - ✓ Section 1214 had a Special February Section Program at Hutchinson. The program was "Measurement Uncertainty" by Lon Stachowiak and was held at Ridgewater College.
 - ✓ March 2006, Fred Zimmerman was the speaker on "Global Sourcing." Fred shared his viewpoints on the trend of global sourcing and the impact that has on the Quality system for most organizations.
 - ✓ Spring Seminar was a big success. The Hiawatha Section 1214 Spring 2006 Seminar on Error Proofing and Mistake Proofing on April 20th brought in over 65 people. John Lindland explained to us the difference between errors and mistakes and the seven common reasons for errors and mistakes.

During the afternoon break, we celebrated ASQ 60th Anniversary by having cake.



- ◆ May 2006, was the tour of Malt-O-Meal in Northfield. As always, it is fun and interesting to visit a plant. Malt-O-Meal was a wonderful host with gifts and food.

Partner Events:

Rochester Area Quality Council

Driving Towards Excellence:

Allina's Hospitals and Clinics Mission-Based Approach
Presented by Ellie Ulrich Zuehlke, MPH

Tuesday, June 6th, 2006

Come and hear about Allina's transformation into a mission-driven organization. Learn about two specific initiatives that reflect Allina's commitment to integrate their mission, vision and values into every part of their work:

- The development of a values-based decision making model
- The launch of a system wide community benefit program

Learn how these changes are making a difference for Allina's patients, employees and the communities they serve while enabling Allina's drive toward excellence. Come and hear how you can apply what they have learned!

Ellie Zuehlke is the Director of Community Benefit for Allina Hospitals and Clinics. Ellie has a Masters Degree in Public Health from the University of Minnesota and has spent the last decade working on public health issues at the state and local level, with special emphasis on populations of color, immigrants, and refugees. Ellie joined Allina in September 2005 and is leading the development and implementation of Allina's Community Benefit program which is a planned, coordinated and measured approach to identify and respond to the health needs of the community. Prior to coming to Allina, Ellie led the successful development and implementation of Minneapolis Multicultural services for residents who speak limited English.

This breakfast program will be held at the University Center Rochester, Coffman Building, Room CF 206-208. Registration/breakfast will begin at 7:30 a.m. with the program running from 7:50 to 9:00 a.m.

Register at www.raqc.com or email kay.wiegert@roch.edu or call 507-285-7560

Minnesota Council for Quality

Ten organizations were recognized at a public event May 9 in Bloomington for their improvement journey with the 2005 Minnesota Quality Award:

- Achievement Level
 - Mate Precision Tooling (Anoka)
 - Rochester Public Schools (Rochester)
- Advancement Level
 - Allina Hospitals & Clinics (Minneapolis)
 - Central Minnesota Jobs & Training Services (Monticello)
 - Mayo Health System (Rochester)
 - Winona Health (Winona)
- Commitment Level
 - Benedictine Health System (Duluth)
 - Kasson-Mantorville Schools (Kasson)
 - Immanuel St. Joseph's Medical Center (Mankato)
 - Rochester Catholic Schools (Rochester)

"The 10 organizations receiving the 2005 Minnesota Quality Award represent most of Minnesota's economy -- a manufacturer, a non-profit service organization, three K-12 school districts, and five health care providers," says Brian Lassiter, president of the Minnesota Council for Quality. "The organizations recognized are in various stages of their improvement journey, but they are all on the journey. They are making systematic progress towards higher levels of performance -- performance that will add value for their customers, their owners, their patients, their students, and their stakeholders. And performance that will add value to the quality of this already great state."

Contact Brian Lassiter, Minnesota Council for Quality brian.lassiter@councilforquality.org 612-868-3519

ASQ Leadership Committee 2006-2007

Elected Positions

Chair	Lee Anderson
Secretary	Lorraine Morris
Treasurer	Minnie Dunbar

Appointed Positions

Vice Chair	John Moorhouse
Program Chair	Russell Scheller
Newsletter Editor	Bill Harris
Membership Chair	Andy Kollengande
Internet Liaison Chair	Prashanth Prabhakar
Certification Chair	Michael Oliszczyk
Auditing Chair	Bill Harris
Education Chair	Brian Knutson
Marketing & Public Relations	Lisa Krause
Seminar Chair	Russell Scheller

Do all of your Quality colleagues receive this e-letter? If not, please forward this copy to them and have them follow these instructions.

To sign up for Section 1214 email Newsletter:

1. Go to www.asq.org
2. Click on **ASQ Members Sign-In**
3. Enter your ASQ member number and password
4. Click on **Change Address** and select **Set Preferences**
5. Find **E-mail Addresses & Preferences** and enter your email address if it isn't listed, and click on **Sections**. (Read the Membership Privacy paragraph carefully!)
6. Click on **Continue**
7. Click on **Continue**
8. Click on **Close Window**

We do not sell or give out anyone's email address. Section 1214 will email members the monthly newsletter, spring seminar information, and certain special announcements during the year. We will not swamp you with messages

2005-2006 Certification Schedule: **Effective November 28, 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. Additional special certification exam dates can be found at www.asq.org/certification/faq/09.html

2005 Certification Exam Dates & Application Deadlines		
Certification	Exam Date	Application Deadline
CQA-Biomedical, CHA, CRE, CQT, CMI, Certified Quality Manager (will be replaced with new Manager of Quality / Manager of Organizational Excellence; MOQ/MO in 2006), CSSBB	March 4, 2006 October 21, 2006	January 13, 2006 August 18, 2006
CSQE, CQIA, CCT, CQE, CQA	June 3, 2006 December 2, 2006	April 7, 2006 October 6, 2006

CQE = Certified Quality Engineer
 CQA = Certified Quality Auditor
 CQM = Certified Quality Manager
 CRE = Certified Reliability Engineer
 CQIA = Certified Quality Improvement Associate
 CSSBB = Certified Six Sigma Black Belt

SQE = Certified Software Quality Engineer
 CQT = Certified Quality Technician
 CMI = Certified Mechanical Inspector
 CCT = Certified Calibration Technician
 CHA = Hazard Analysis & Critical Control Point (HACCP) Auditor

Exam Site Registration: Two Sites Now 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.

Certification Fees

Certification / Re-certification Fees – January 2005

Certification Exam Fees

	<u>Member</u>	<u>Non-Member</u>
Certified Quality Manager	\$270	\$420
CQA, CQE, CRE, CSQE, CHA, CQA-Biomedical	\$210	\$360
CSSBB	\$180	\$330
CQT, CMI, CQIA, CCT	\$155	\$305

Re-Take Fees

Quality Manager	\$220	\$220
CQA, CQE, CRE, CSQE, CHA, CQA-Biomedical	\$160	\$160
CSSBB	\$130	\$130
CQT, CMI, CQIA, CCT	\$105	\$105

Re-Certification Fees

Quantity of Re-certifications:

One Re-certification	\$30	\$50
Two or more Re-certifications	\$50 Total	\$50 Each

Re-Certify by Exam

Certified Quality Manager	\$220	\$370
CQA, CQE, CRE, CSQE, CHA, CQA-Biomedical	\$160	\$310
CSSBB	\$190	\$340
CQT, CMI, CQIA	\$155	\$260
CCT	\$105	\$255

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.

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.

ASQ Section Leadership Committee - 2005/2006

Name	Contact Information	Committee Position
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