



e-letter



Section Programs

March 10th
ISO 9001: A Registrar's
Perspective
– Jack Weed Cabelas

April 12
Spring Seminar: FMEA
Tom Humphreys Cabelas

May 14th
Tour: Schell's Brewery
(NOTE: Saturday)
New Ulm, MN

Sponsor



Inside this issue:

- March Program
- Officer Slate for 2005-06
- April Seminar Details
- Rochester Quality Council Program
- Farewell to the paper newsletter

Hiawatha Headlines

March Program

Managing the ISO 9001:2000 Registration Process

Some topics that will be addressed:

Why companies get certified - or why they don't! What you should be getting out of your certification - besides a bill! How an ISO 9001:2000 program can reduce your operating cost while helping you grow your business!

See pages 4 for more information about the monthly section program.

Section 1214 & SCTC Annual Seminar

FAILURE MODE AND EFFECTS ANALYSIS (FMEA)

Tuesday April 12, 2005
8:00 am to 4:30 pm
Cabela's, Owatonna
Cost: \$245

Come to this one-day seminar and learn how to: apply FMEA for products and processes; improve product and process designs; relate FMEA to the requirements of ISO/TS16949:2002; calculate probability of survival and mean life; calculate safety margin for product designs; gain an understanding of product liability and reliability.

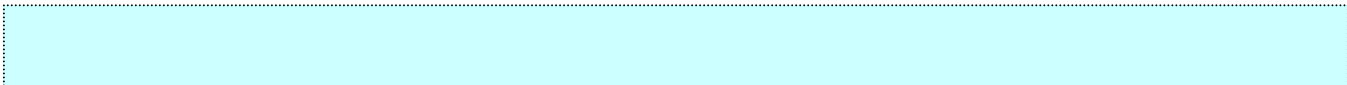
See page 5 for more information and how to save 10%.

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.edu
- 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

Greetings!

We hope that everyone enjoyed the February speaker. A lot of time and money is spent on training, so it is important to know that people are “getting it”. I hope that Pam gave you something that you could take back with you to the work place and utilize right away.

As we get closer to March, we must finalize our committee nominations and prepare for the elections at the March section meeting. We have had a lot of interest from members wanting to be on the board this coming year and we think that is fantastic. It shows us that our members are really interested in what happens to the section and what direction we should be taking. We continue to add new members to our roster at each meeting and would like to see that trend persist – that will happen if we continue to meet the needs of our present members and stay current with quality topics. With that said, we thought you might be interested in seeing what kind of goals and objectives we have set for Section 1214 so we will be presenting them at the March section meeting.

This issue of the Hiawatha newsletter will mark the end of our hard-copy newsletter. I remember attending a board meeting three years ago, and hearing the first inklings of an E-newsletter. After finally finding a dedicated resource (thanks Bill!), we were finally able to have this dream become a reality. With the need to embrace new technology and look at cost saving measures, our section has moved to an E-newsletter. Hopefully, you have gone to the ASQ website and chosen your preferences so that you can receive your newsletter via email. Otherwise, you will need to access the newsletter from our web page www.asq1214.org. There are many benefits to doing an E-newsletter and we hope that you enjoy the new look and the convenience that this technology brings.

Make sure that you check out the FMEA seminar information. The details are in the final stages now and the seminar is looking like it will be an excellent session for anyone interested in knowing how to prepare a FMEA. Make sure you register early – this one will fill up fast!

Sincerely,
Lisa Krause

Interested in becoming a company sponsor of the Section 1214 newsletter and web site?

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 two months available, **July and August**. If you think your company would like one of these spots, call John Moorhouse at 507-279-3513 or email him at john@northstarquality.com

Company Sponsor Profile

SPX Corporation

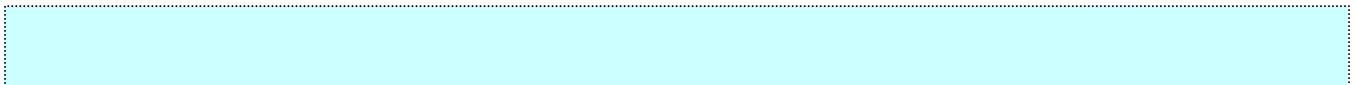
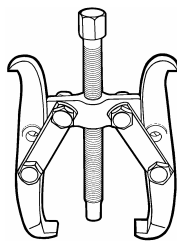
SPX delivers complete, customized service solutions that provide our customers with the products and skills required for the global vehicle industries. With vast experience in the design, management and distribution of specialized mechanical service, equipment and electronic diagnostic tools, our highly-skilled account managers, sales engineers and project managers work together to develop a broad range of customer-driven solutions.

SPX continually strives to exceed customer expectations. Our systems are registered to ISO 9001 and QS-9000, the acknowledged quality standards for automotive, commercial, recreational and vehicle markets worldwide. We have been recognized for our quality performance with customer commendations such as the Ford Q1 Award. With an emphasis on continuous improvement, SPX works closely with customers to develop and monitor processes for optimum results.

SPX Corporation - Owatonna

Eisenhower Drive
655 Eisenhower Dr.
(507) 455-7000

Park Drive
2300 Park Dr.
(507) 455-4400



February Program *Managing the ISO 9001:2000 Registration Process***Speaker *Jack Weed*****Date** Thursday, March 10, 2005**Place** Cabelas
3900 Cabelas Drive
Owatonna, MN 55060**Time** 5:30 p.m. Registration/Networking
5:45 p.m. Dinner
6:45 p.m. Meeting/Speaker**Menu*** Salisbury Steak with gravy, Mashed Potatoes, Green Beans, Salad, Roll, Beverage,
Frozen Yogurt**Cost** \$20.00

* For special dietary needs, contact Lisa Krause (Spouses or guests are welcome at all meetings)

Reservations due by, 12:00 Noon, please contact:

Lisa Krause, Section Chairperson 507-645-6681 x4304

Or email at lisa_k_krause@malt-o-meal.com***About the March Program***

Who should attend? Anyone who is, has been, or wants to be involved in the ISO 9001:2000 registration process. Also frustrated professionals who wish they weren't!!!!

Some topics that will be addressed:

1. Why companies get certified - or why they don't!
2. How organizations select their registrars and how their registrars select them!
3. What you should be getting out of your certification - besides a bill!
4. How to maximize the benefits of your registration audit – yes there can be a return!
5. How an ISO 9001:2000 program can reduce your operating cost while helping you grow your business!
6. Top ten things to do before your audit...besides change jobs!
7. Top ten things not to do during the registration audit...besides call in sick!
8. How to overcome the mystique of the registration process – how can these people do this for a living?

Presenter: Jack Weed

Jack F. Weed has worked in quality, manufacturing, engineering, advertising, marketing communications, hazardous waste, construction, nuclear energy, liability insurance and professional services. He has functioned as a President/CEO, Senior Vice President, Executive Management Consultant, General Manager, Quality Manager, Lead Auditor, Professional Trainer and Senior Engineer. He is presently the Management System Central Region Product Manager for TUV America in New Brighton Minnesota. Jack began performing registration audits to ISO 9001 and QS-9000 in 1995, has audited for two registrars and managed an ISO 9001-certified Business System that received no nonconformances over its 3 year certification period.



ASQ Hiawatha Section 1214 & South Central Technical College***Annual Seminar*****FAILURE MODE AND EFFECTS ANALYSIS (FMEA)****Tuesday April 12, 2005****8:00 am to 4:30 pm****Cabela's, Owatonna****Cost: \$245****ASQ Members and Partners: \$220****Do you need to understand FMEA?**

Come to this one-day seminar and work through the FMEA steps. On April 12, 2005, you'll get a chance to attend an FMEA workshop led by Tom Humphreys of Advanced Quality Engineering. Under Tom's leadership, you will learn how to: apply FMEA for products and processes; relate FMEA to the requirements of ISO/TS16949:2002; calculate probability of survival and mean life; and calculate safety margin for product designs. You will take back with you the AIAG FMEA manual & handout materials, an understanding of product liability and reliability and how to improve product and process designs.

Topics covered:

- Failure distributions & safety margin
- Issues of product liability
- Rudiments of reliability
- Factors affecting quality
- Block diagrams & flowcharts
- Design FMEA
- Process FMEA

Who should attend: Product & Process Designers and Engineers. Manufacturing Engineers, Quality Engineers, Production Personnel, and Managers of these functions.

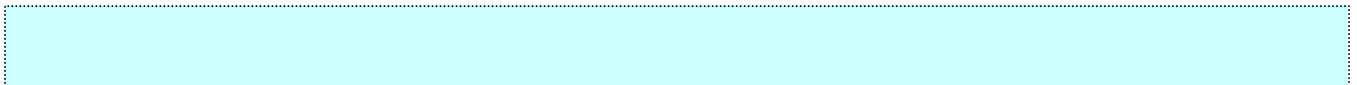
Suggestion: Attend with one or more colleagues from work. As the day unfolds and you go through the activities together, you'll develop a common understanding and collective action plan.

For more information check our website: www.asq1214.org and click on Section Meetings

To Register

Call Laura at South Central Technical College at 507-332-5802

Register early for a chance at the "Early Bird" prize.



Section Leadership Committee Officer Nominations

The following Section 1214 members have volunteered to be considered for the three elected positions for our section for the 2005 - 2006 program year:

Chair	Lisa Krause
Secretary	Lorraine Morris
Treasurer	Bill Harris

Any Section 1214 member wishing to be placed on the ballot must contact the current Chair, Lisa Krause. If there are other names submitted for any of these positions, an election will be held at the March Section meeting. If there are no other members wishing to hold one of these positions, these names will be presented to the membership as the officers for the 2005 - 2006 program year.

The following members have volunteered to serve in these positions for the 2005 - 2006 program year:

Vice Chair	John Moorhouse
Audit Chair	Minnie Dunbar
Membership Chair	Tanya Walters
Education Chair	Brian Knutson
Program Chair	Russell Scheller
Certification/Recertification Chair	Lee Anderson
Internet Liaison	John Moorhouse
Newsletter Editor	Bill Harris



Company Sponsorship

2004 - 2005

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 - OPEN - *Interested? Contact John Moorhouse*

August - OPEN - *Interested? Contact John Moorhouse*

Quality & Performance Improvement Courses Spring 2005 Training Schedule

South  Central
TECHNICAL COLLEGE

FARIBAULT • MANKATO

South Central Technical College – Faribault Campus and ASQ – Hiawatha Section 1214 have teamed up to become southern Minnesota's leaders in providing affordable & professional quality training for local industries. Your training opportunities include seminars in ISO 9001 implementation, Six Sigma and Lean Manufacturing, as well as review classes for ASQ certifications.

FARIBAULT CAMPUS

COURSE ID	COURSE NAME	DATES	TIME	TUITION
Quality Skill Development Workshops				
001335	Applying SPC & Statistical Tools	2/24/05	8a-4:30p	\$235
001337	Geometric Dimensioning & Tolerancing	3/8-3/9/05	8a-4p	\$375
001338	Understanding & Implementing ISO 9001:2000	3/15/05	8a-4:30p	\$235
001339	Internal Auditor Skills	3/16/05	8a-4:30p	\$235
001540	Introduction to Lean Manufacturing	3/17/04	8a-4:30p	\$235
001340	Problem Solving Tools & Methods	4/7/05	8a-4:30p	\$235
001341	Introduction to Quality	4/19-4/20/05	8a-4:30p	\$370
001336	Supplier Quality Management & Improvement	5/5/05	8a-4:30p	\$235
Certification Review Classes				
001342	Certified Quality Manager (CQM) Review	1/4-3/1/05	6-9 p	\$450
001343	Certified Quality Technician (CQT) Review	1/24-2/28/05	6-9 p	\$250
001344	Certified Mechanical Inspector (CMI) Review	1/24-2/14/05 3/1/05	6-9 p 6-9 p	\$250
001345	Certified Quality Auditor (CQA) Review	5/5-6/2/05	5:30-8:30 p	\$250

MANKATO CAMPUS

COURSE ID	COURSE NAME	DATES	TIME	TUITION
Quality Skill Development Workshops				
001539	Introduction to Lean Manufacturing	3/16/05	8a-4:30p	\$235
001346	Introduction to Quality	3/30-3/31/05	8a-4:30p	\$370
001347	Project Management	4/6/05	8a-4:30p	\$235
001348	Corrective & Preventive Action Systems	5/3/05	8a-4:30p	\$235
001349	Introduction to Six Sigma	5/5-5/6/05	8a-4:30p	\$390
Certification Review Classes				
001351	Certified Quality Technician (CQT) Review	1/25-2/22/05	6-9 p	\$250
001352	Certified Mechanical Inspector (CMI) Review	1/25-2/15/05 2/24/05	6-9 p 6-9 p	\$250
001353	Certified Quality Auditor (CQA) Review	5/5-6/2/05	6-9 p	\$250

For more information contact Laura at 507/332-5802 or laura.hardy@southcentral.edu.

PARTNERS IN QUALITY -- Save 10% -- See Front Page

Faribault Campus ♦ 1225 3rd Street SW, Faribault MN 55021 ♦ 507/334-3965
Mankato Campus ♦ 1920 Lee Boulevard, North Mankato MN 56001 ♦ 507/389-7200

Rochester Area Quality Council

“Quality Pays: The Business Case for Quality”

Craig Robinson

Tuesday, March 1, 2005

7:30a.m. Breakfast and Networking ---7:50 to 9:00 a.m. Presentation

Location:

University Center Rochester, Coffman Building, Room CF206-208

Cost: \$10

In 1998, Mark Billeadeau and Craig Robinson developed a proprietary scoring methodology that analyzes the effect of quality. Using this methodology, the companies represented in the S&P 500 are graded based on their success of attaining quality goals and achieving national recognition. The Q-100 is then created by taking the 100 highest scoring companies relative to their peers, chosen from a cross section of economic sectors represented in the S&P 500. This process leads to a distinctive, enhanced way of investing in large-cap stocks, and represents a body of knowledge that demonstrates the potential value-add of systematic quality within organizations.

Come hear Craig Robinson outline the Q-100--its history, construction, scoring methodology, and results of the Q-100 list. Craig's talk will summarize the quantifiable benefits of systematic approach to quality and process improvement. Craig is the current Chairman of the Minnesota Council for Quality and is a frequent national speaker on quality.

Supplier Management Learning Opportunities

ASQ's Customer-Supplier Division is pleased to bring two of its most popular 1-day courses to the Upper Midwest area. The first course, Quality Audits for Improved Supplier Performance is taught by Dennis Arter and the second course, Supplier Certification: The Quality Link in Supply Chain Management is taught by Dick Gould. While each class has a different emphasis, they complement each other very well. Many participants choose to take both.

Topics addressed in Quality Audits for Improved Supplier Performance include:

Supplier Quality	Purchasing Controls	Your Audit System	Preparing to Audit
Fieldwork	Reporting Results	Follow up	

Topics addressed in Supplier Certification: The Quality Link in Supply Chain Management include:

Supplier Certification?	Introduction and Definitions	Specifications	The Players
Choosing Suppliers	Supplier Performance Measurement	What about ISO & Clones?	

Cities / Dates:

Minneapolis: Supplier Auditing - April 18 / Supplier Certification April 19

Chicago: Supplier Auditing - April 19 / Supplier Certification April 20

Milwaukee: Supplier Auditing - April 20 / Supplier Certification April 21

Significant discounts for early registration; attending both courses; or for sending three or more from the same company. For more information on courses or locations; to download a brochure; or, to register for the course, please visit www.asq.org/cs/courses

Last Hard Copy Edition of "The Smoke Signal"

The Smoke Signal was the name of the original Hiawatha Section 1214 newsletter. We haven't used that name in many years. And like The Smoke Signal, the hard copy newsletter will soon be part of Section 1214's history. The March 2005 edition will be the last paper copy we put out.

Why? The Section Leadership Committee (SLC), formerly known as the Board, decided over two years ago to switch from paper to an electronic newsletter to save money and improve communications to the Section membership. The paper version needs to be ready for printing a few days after the monthly Section meeting. Anything that comes up after that deadline does not get passed along until the next month. Sometimes that is after the event is over. By going electronic and distributing via email, we can extend our deadline by nearly two weeks. However, our first priority last year became the web site where we could post timely information and announcements, and store electronic versions of the newsletter. This year the priority was to go electronic with the newsletter by January 2005 with a three-month transition. March is the end of that transition.

Cost was also a big factor. Printing and mailing now costs over \$350 a month. Our company sponsors cover only about half that - \$175. The rest comes out of Section 1214's allocation from ASQ National. The more money spent on the newsletter, the less available for Section programs, education courses, and seminars. We will also be able to publish up to twelve newsletters a year - one every month rather than the eight or nine paper copies that we did previously. Also, the website has costs associated with it, and the monthly sponsorships will not only go towards the newsletter, but will help support the website. The SLC felt this arrangement would be the best use of our limited ASQ allocation to keep Section 1214 members informed of section activities.

For those without e-mail, or who chose to not receive email from the section, we will mail a meeting schedule once or twice a year. This will include meeting dates and topics and speaker information if available at that time. It will also refer members to our website for additional and up to date information.

Just as a reminder, when you renew your ASQ membership, be sure to indicate that you want to receive section emails. Section 1214 follows the same email policy that ASQ National has - we will never sell or give your email address to any group or individual. In addition, we will limit section emails to the monthly newsletter and a limited number of special announcements.

Also, any feedback on the newsletter is very much appreciated.



2005 Certification Schedule

2005 Certification Exam Dates & Application Deadlines		
Certification	Exam Date	Application Deadline
CHA Auditor, CQA-Biomedical CRE, CQT, CMI, CQM, CSSBB	March 5, 2005	January 7, 2005
CSQE, CQIA, CCT, CQE, CQA	June 4, 2005	April 8, 2005

General

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

Certification Fees

New Exam Fees – 2005

	<u>Member</u>	<u>Non-Member</u>
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

<u>Quantity of Certifications</u>	<u>Member</u>	<u>Non-Member</u>
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.

Contact Lee Anderson @ 612-963-2399 for information on Certification Exams, or Re-certification classes.

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 1214 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
Shannon Bruhns Fleetguard Inc. 311 North Park Lake Mills, IA 50450	Email: Shannon.l.bruhns@fleetguard.com Phone: 641-592-7356 Fax: 641-592-1315	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)