



**Hiawatha
Section 1214**

Serving Southern Minnesota and Northern Iowa

Serving Our Members Since 1984

Hiawatha Section 1214 - Our 25th Year
www.asq1214.org

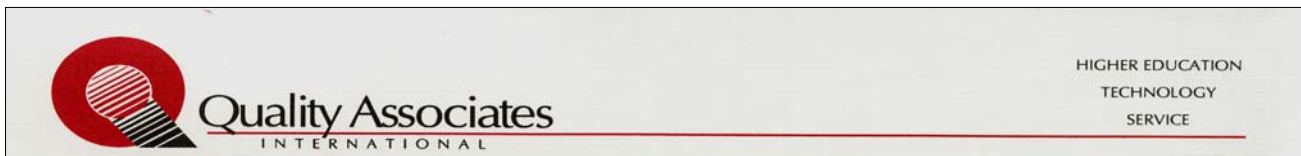


March 2010

Joint meeting with Mankato Area for Quality Section 1214 Member Meeting – March 11th South Central Collge, North Mankato

Topic: A Changing World - Why We Need to Care NOW

**Speaker: Merlin J. Ricklefs
Co-founder & President of Quality Associates International**



“A Changing World – Why we need to care now” is a perspective based on personal experience and study of the geographic, economic, technical, political, population and consumption changes taking place in Asia and the world. Starting with a summary of current facts, developing global trends and researched projections for the world of 2050, it is Merlin’s goal to develop a sense of need, understanding and urgency for a "Great Educated Workforce" and "Ethical Leadership we can Trust" as more than a priority, it is a matter of survival.

Merlin Ricklefs is currently an independent international consultant and free-lance educator. Most recent engagements have been in Asia and currently with the University of Minnesota China Center teaching a Leadership module in their Chinese Executive Leadership Training Programs. Initial Baldrige experience was a divisional leadership role at IBM Rochester winning the MBNQ Award in 1990. From there he was invited by the University of Minnesota - Duluth to fill the joint position of 3M McKnight Distinguished Visiting Professor in Technology and

Professor in the Graduate School of Business. It was an opportunity to develop one of the first Baldrige Criteria based university classes in the US to both business and engineering students and to help the university attain Minnesota Council for Quality Gold level recognition in 2001. Ricklefs has been both a Baldrige National Quality Award Examiner and a Minnesota Council for Quality Award Evaluator. He is a certified ASQ Quality Improvement Associate. Other engagements have included work with the National Baldrige office to adapt the process to Education and participate as a Senior Examiner in implementing a Pilot Education model which is now standard Education Criteria. Other Asian engagements have provided the opportunity to help develop the Thai National Quality Award Process announced in 2000 based on the Baldrige for the Thailand Ministry of Commerce and to help the Mingda Institute at the U of M become recognized by China Foreign Expert Affairs as a premier training destination ranking in the top 20 internationally.

Prior IBM experience, in addition to Baldrige driven organizational improvement, included leadership roles for strategic planning and new product development. Positions included IBM Corporate Director of Storage Products, Armonk NY and Manager of Systems and Business Evaluation for the introduction of the AS/400 computer system.

<p>Registration at 5:30 pm Dinner at 5:45 pm Program at 6:30 pm</p>
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Location: South Central College, North Mankato
Room: Heritage Hall

Date: Thursday, March 11th

Cost: \$20

Registration: Email Lorraine Morris at lmorris@goact.net by **Monday, March 8th**

Other information and directions:

1920 Lee Boulevard
North Mankato MN 56003
507/389-7200 (switchboard is open at night if you need directions)
Meeting is in Heritage Hall (no room number). Park in visitor parking and enter through the front doors OR park in the Red Lot (don't need a permit) and enter Door 30 and walk straight through (quite a ways) until you see Heritage Hall on your right.

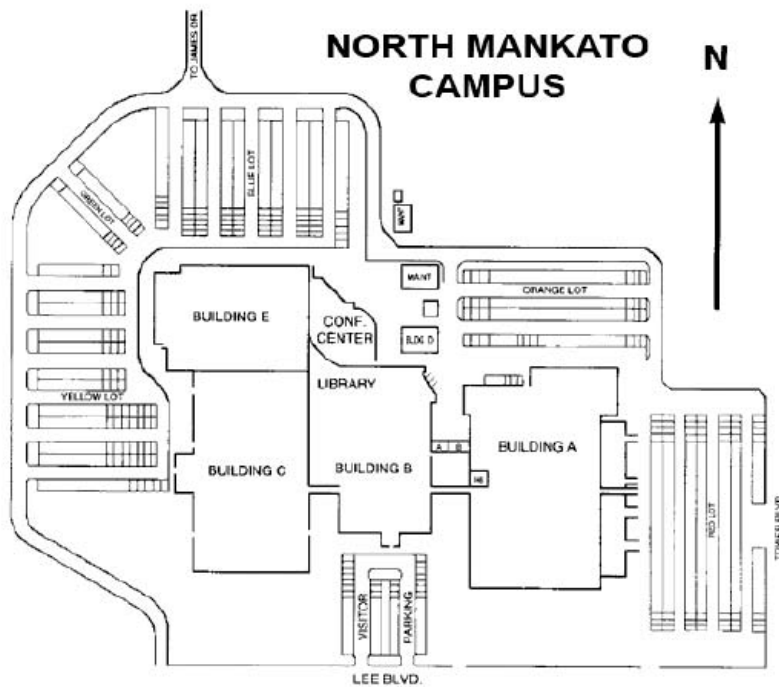
--SEE MAPS NEXT PAGE--

North Mankato Campus Directions



- From US-169 or MN-22, exit to US-14
- Follow 14 west into North Mankato
- Exit onto Lookout Drive and go south (left)
- Turn left onto Lee Blvd

Parking



2009-10 Section Dinner Meetings:
Unless noted, Section Meetings
are held at Cabelas in Owatonna.
Registration at 5:30 PM
Dinner at 5:45 PM
Program at 6:30 PM

Mark these dates for the coming year:

- ✓ September 17, 2009 Effective Meeting Practices - Lisa Krause
- ✓ October 8, 2009 - Economics of Quality – Dr. John Fechter
- ✓ November 12, 2009 – DMAIC – Hormel – Steven Borgerding
- ✓ December 10, 2009 Member Appreciation & Hiawatha Section’s 25th Anniversary – Fr. Nick Mezacappa
- ✓ January 14, 2010 Joint Meeting with APICS – Bill Barthold, Arctic Cat – Supplier Quality
- ✓ February 11, 2010 – Kathy Huttar, Owatonna Clinic – MHS, Frontline Solutions
- ✓ **March 11, 2010 – Joint meeting with Mankato Area Quality Council – Merlin Ricklefs**
- ✓ April 14, 2010 – Annual Seminar at Cabelas
- ✓ May 13, 2010 - Tour

Any ideas for program topics for next year? Let us know by replying to this email. Member ideas are the foundation of our program success.

March Highlights

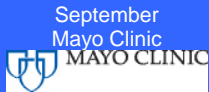
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Our Website: www.asq1214.org



Sponsors

June/July/August
OPEN



October
QC Inspection Services



November
Malt - O - Meal



December
Northstar Quality, Inc.



January
South Central College



February
Wenger



March
Bureau Veritas



May

Northstar Calibration, Inc.



Bureau Veritas Certification, formerly BVQI, is the world's leading certification body with 80,000 clients in over 100 countries. Relying on a large pool of 5,700 highly qualified auditors, Bureau Veritas Certification provides a comprehensive range of certification and auditing services. Our core activity is validating the conformity of management systems and processes. We conduct audits against recognized standards, which may include customer specific requirements, in the fields of Quality, Health & Safety, Environment and Social Responsibility.

Bureau Veritas Certification offers certification and auditing services to these recognized standards:

Quality

- ISO 9001
- ISO/TS 16949 (Automotive)
- AS9100 (Aerospace)
- ISO 22000 (Food Quality)
- SQF (Food Quality)
- ISO 13485 (Medical Devices)
- ISO 27000 (Information Security)
- TL 9000 (Telecommunications)

Environmental

- ISO 14001
- RC14001®/RCMS®
- FSC/SFI/PEFC Chain of Custody
- Greenhouse Gas verification

Health & Safety

- OHSAS 18001

Call your local Sales Manager for more information:

Chris Carson 651-344-8224 • cell 952-239-7509

Spring Semester 2010

**Center for
Business & Industry**

**Quality & Performance
Improvement Courses**



FARIBAULT • NORTH MANKATO



Hiawatha Section 1214

Serving Southern Minnesota and Northern Iowa

South Central College – Faribault Campus 1225 3rd Street SW, Faribault MN 55021 ♦ 507/332-5800						
COURSE ID	COURSE NAME	DATES	DAY	TIME	TOTAL HOURS	TUITION
Certification Review Courses						
001119	Certified Quality Inspector (CQI) Review	1/26-2/23/10	T	6-9p	15	\$250
001120	Certified Quality Technician (CQT) Review	1/28-3/4/10	T	6-9p	18	\$300
001121	Certified Quality Improvement Associate (CQIA) Review	4/27-5/25/10	T	6-9p	15	\$250
001122	Certified Quality Auditor (CQA) Review	4/28-5/26/10	W	5:30-8:30p	15	\$250
Productivity Workshops						
001116	Problem Solving Tools & Methods	3/2/10	T	8a-4:30p	8	\$235
001114	Understanding & Implementing ISO 9001	3/23/10	T	8a-4:30p	8	\$235
001115	Internal Auditor Skills	3/24/10	W	8a-4:30p	8	\$235
001117	Project Management	4/8/10	H	8a-4:30p	8	\$235
001118	Introduction to Quality	5/4-5/5/10	TW	8a-4:30p	16	\$445

In appreciation to those that partner with us in promoting our training programs, members of the following organizations receive a **10% discount** on any of the workshops/classes listed on this page.

<p>APICS Southern MN Chapter ASQ Minnesota Section 1203 Mankato Area Council for Quality Rochester Area Quality Council</p>	<p>ASQ La Crosse – Winona Section 1216 Greater Mankato Growth Minnesota Council for Quality SME SE Minnesota Chapter 162</p>
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For more information, contact the Faribault Campus of South Central College:

Brian Knutson ♦ 507/332-5874
 brian.knutson@southcentral.edu



Laura Hardy ♦ 507/332-5802
 laura.hardy@southcentral.edu

Frontline Solutions at the Owatonna Clinic

Though the crowd was small, the impact of Kathy Huttar's presentation was huge. The issue of healthcare in America is on everyone's mind and Kathy explained how Frontline Solutions at the Owatonna Clinic is working to drive down costs and inefficient practices in the clinic.



Left picture:
Kathy explained how
Frontline Solutions is
making a difference at
the Owatonna Clinic
Pictured below:
Here are some shots of
the crowd as they
listened intently.



**Do you need some fun in your life?
Looking to meet new people?
Find new networking opportunities?
Put something exciting on your resume?
Then have we got the thing for you!
Join our Section Leadership Team!**

The following ASQ Section 1214 positions are open for the upcoming 2010/2011 fiscal year:

Chair	Michael Oliszczak
Vice Chair	OPEN
Treasurer	OPEN

Any Section 1214 member interested in being nominated for one of these positions should contact Ed Lyons, Nominations Chair, Ed.Lyons@ServiceSolutions.spx.com by March 2, 2010. If there is more than one candidate for a position, elections will be held at the March section meeting in North Mankato. Any member wishing to join the Section Leadership Committee can contact John or any SLC member (listed on the last page of this newsletter). There are other non-election positions available – let us know if you are interested in joining.

NEW! Just for our members!

Education Assistance Program

ASQ Section 1214 is excited to announce a new education assistance program that will grant up to \$500 per person/per fiscal year to pursue education and training opportunities offered by ASQ 1214 to advance their professional development.

General Guidelines:

- **Must be a Senior, Full, Fellow, Honorary, or student member in good standing pursuing specific quality related training sponsored by Section 1214**
- **Grant not to exceed \$500 per person per fiscal year.**
- **Grant will not exceed 75% of the cost of the training (i.e. \$400 class would be awarded \$300 to participant)**
- **Applicant must show financial need (work or unemployment benefits won't pay for it) and explain how the training will help in their work or career**
- **Application to be sent to the Education Chair**
- **In the event the training is canceled the grant is revoked and the applicant may/must apply again for future training opportunities.**

There are a few more details – see the attachment in the email or contact one of our SLC member leaders for more details.



**Hiawatha
Section 1214**

Serving Southern Minnesota and Northern Iowa

Education Assistance Program Application Form

Name:		Phone #:
Company (if applicable):		e-mail:
Address:		
City, State, Zip:		
ASQ Member #:		Currently Paid Membership? Yes / No
Class/Training to attend:		
Scheduled date of training:		Cost of the training/class:
Location of Class/Provider:		Amount requested (75% max):
What is your financial need? (Tell us your economic situation or hardship, so we know why you need the grant.)		
How will this class or training help you at work or in your career?		

Applicant's Signature

Date

Submit this form to the ASQ Section 1214 Education Chair (see www.asq1214.org for contact information).

For Section 1214 use only:

Received:	Reviewed by:	Applicant Notified:	Payment Made:
(initial/date)	(amount/initials of committee/date) <input type="checkbox"/> Approved \$ _____ <input type="checkbox"/> Disapproved (state why)	(initial/date)	(Date/Initial/Check #)

Treasurer to file this completed form with section financial records.

ASQ 1214 Announces April Seminar

THE ECONOMICS OF QUALITY

Two presentations – one half day each in a one-day seminar – Take one or both:

- “The ‘Big Bosses’ Expect Change Programs to Produce Results: ‘Show me the Money!’” by Gary Floss
And/or
- “The Economics of Quality: A Case for Action for Improving our Organizations, Our Communities, Our Nations” by Brian Lassiter



Hiawatha Section 1214

AMERICAN SOCIETY
FOR QUALITY™

Serving Southern Minnesota and Northern Iowa

ASQ Hiawatha Section 1214 and South Central College have collaborated for many years to bring technical and professional training and seminars to our area. We are pleased to continue this strong joint effort by sponsoring “Economics of Quality,” presented by Gary Floss and Brian Lassiter. This seminar has value for a wide range of professionals.



South Central College

IMPROVING YOUR ORGANIZATION

April 14, 2010; 8:00 am-4:00 pm
Cabela's
Owatonna, MN

Schedule:

8:00 am: Registration
8:30 am: Gary Floss – “The ‘Big Bosses’ Expect Change Programs to Produce Results: ‘Show me the Money!’” – Session #1
12:00 pm: Lunch
12:30 pm: Brian Lassiter – “The Economics of Quality: a Case for Action for Improving our Organizations, Our Communities, Our Nations” – Session #2

ASQ Hiawatha Section 1214 & South Central College bring you The Economics of Quality – two – one half day seminars in a one-day seminar!

This presentation will address ideas for bridging the “gap” between a focus on process or process improvement and the ultimate expectation of management; i.e., improved results, particularly financial results.

Check out these websites before the seminar:

ASQ Hiawatha Section 1214 website:
www.asq1214.org

South Central College
www.southcentral.edu

Cabela's Store
www.cabelas.com

Minnesota Council for Quality
www.councilforquality.org

Registration Form

Name: _____

SSN OR Date of Birth: _____

Street Address: _____

City/State/Zip: _____

Employer: _____

Phone: _____

Email Address: _____

Sessions & Fees:

- Both Sessions: \$245 – Course ID# 001576
 - Only AM Session #1: \$130 – Course ID# 001574
 - Only PM Session #2: \$130 – Course ID# 001575
- (Note: All fees include lunch @ 12:00-12:30)

10% Discount: Members of ASQ Sections 1203, 1214, 1216, 1303, & 1308; APICS SOMN Chapter; Mankato Area Council for Quality; Minnesota Council for Quality; & SME Southern MN Chapter receive a 10% discount.

Early Bird Registration: Register by April 1st and you could win a \$50 Cabela's gift certificate.

Method of Payment:

- I qualify for the 10% partner discount:
Membership Organization _____
Membership # _____
- Check Enclosed – Payable to South Central College
- Bill My Employer – Purchase Order # _____
Billing Address _____

Credit Card (Company Personal)

- VISA MasterCard
- Discover Expiration Date _____

Signature _____

Complete this form and mail with payment to:

South Central College
Bookstore
PO Box 1920
North Mankato, MN 56002-1920

Registrations may be faxed (507/625-4868) using the credit card or employer billing options only.

Questions? Contact Jennifer at 507/389-7203 or
jennifer.swanson@southcentral.edu

No refunds after April 9, 2010

For Cancellation/Refund Policy, please visit the SCC website at
<http://tbl.southcentral.edu/index.php/the-center/infoandpolicies.html>

Check out our website for more information!

You have choices!

Register for the whole day or just one of the presentations – you chose!

Biographies of the Presenters

PRESENTER ONE "The 'Big Bosses' Expect Change Programs to Produce Results: 'Show me the Money!'"



GARY D. FLOSS

Gary Floss currently serves as the Director of Quality Assurance and Continual Improvement for Marvin Windows and Doors. In this role, Gary is responsible for leading the quality and process improvement initiatives for this 5000 employee window and door industry business anchored in Minnesota. Gary partners with the Marvin site managers for Quality Assurance and Continuous Improvement in integrating and standardizing best practices in the Marvin operations. In past positions, Gary has served as the Managing Director of BlueFire Partners, a consulting firm and as Vice-President, Quality for two Fortune 500 companies - Medtronic, Inc. and Ceridian, Inc. (formerly Control Data Corporation). Gary is a member of the adjunct faculty for the University of St. Thomas (St. Paul, MN) where he teaches Strategic Quality Management at the graduate school level. Gary is on the Board of Directors for GOAL/QPC, a quality training and consulting organization based in Salem, NH. Gary has also served on the Baldrige Board of Examiners for 19 years in roles of senior examiner, Chair of the Judges Panel, and alumni examiner. Gary has also previously served on the Minnesota Council for Quality Board and is serving a 3rd term as a judge in the Minnesota State Quality Award process. Gary holds a Bachelor of Science in Electrical Engineering from the University of Kansas.

"The 'Big Bosses' Expect Change Programs to Produce Results: 'Show me the Money!'"

The concept of Return on Investment (ROI) has been around for a long time; yet we often struggle with how to present convincing arguments to show that our efforts to Improve Quality provide adequate ROI. This presentation will address ideas for bridging the "gap" between a focus on process or process improvement and the ultimate expectation of management; i.e., improved results, particularly financial results. The content and ideas will link to and expand upon some key concepts that Dr. John Fechter presented in his talk to the ASQ Section 1214 in October 2009.

Ideas presented or reinforced include:

- The concept of "the Language of Things & the Language of Money"
- What is management's role in asking "the Right Questions?"
- The elements of Cost of Poor Quality relative to ROI
- Challenges of "maintaining the gain"
- Should we consider the "benefit of the doubt?"



★ Get in on the Early Bird Registration Prize!
Registrations postmarked by April 1, 2010, will be entered into a drawing for a \$50 Cabela's Gift Certificate!

PRESENTER TWO "The Economics Of Quality: A Case for Action for Improving our Organizations, our Communities, Our Nation"



BRIAN LASSITER

Brian Lassiter was elected president of the Minnesota Council for Quality in the summer of 2001. Before his election, Brian held positions with the following organizations: Ian Allcott Consulting (Managing Director), Norstan Consulting (Principal Consultant), The St. Paul Companies (Corporate Quality Consultant), Price Waterhouse (Consultant), and Boatman's National Bank (Quality Manager). In these roles, Brian has worked with dozens of organizations in a variety of industries to help them improve their performance and competitiveness. Brian has served 12 years on the Board of Examiners for the Malcolm Baldrige National Quality Award (1999-2009), three as a Senior Examiner and the last six as an Alumni Examiner. He also served in the mid-90s as a Senior Evaluator for the Minnesota Quality Award (1996-97), served as a Judge for the Veteran's Administration Baldrige-based Carey Award (2004-05), and has served from 1995-2003 and 2004- on the Board of Directors for Goodwill/Easter Seals of Minnesota. He is Vice Chair of the Board of Directors of the Alliance for Performance Excellence, the national consortium of all state/local quality awards.

Brian will provide data that should emphasize the importance of all of our work as quality professionals, but will also provide tools and methods that should help us be more effective in our work.

Get Your CEUs Here!
Complete the seminar and get a certificate for a 1.0 CEU!

"The Economics Of Quality: A Case for Action for Improving our Organizations, our Communities, Our Nation"

The need to improve the performance of our organizations and our communities has perhaps never been greater. The difficult economy over the last few years has created a renewed need for improvement and systemic change within all organizations. Customers expect more, competent workers are growing scarce, and competition is intensifying. The need for improvement and change can also be seen in our communities, as tension exponentially increases between budgets and demand for services increases. But – with the complexity of organizations and communities – where does one start? How do you know on which processes to focus? And how do you sustain the improvement over time?

Brian Lassiter, president of the Minnesota Council for Quality, will present "The Economics of Quality: A Case for Action for Improving our Organizations, Our Communities, Our Nation" as the second of two workshops on April 14. His talk will focus on the importance of systematic improvement at both the organizational and community level, providing historical and current evidence of how quality initiatives have impacted our economy and our quality of life over several decades. He'll talk about the importance of finding the right improvement opportunities, of focusing resources on the highest priority issues, and of sustaining initiatives long enough to show impact.

Specifically, we will explore:

- How organizations and communities can systematically identify and prioritize improvement opportunities, so that they focus on the "right things."
- How organizations and communities can measure impact – both at the outcome level and with leading indicators.
- How organizations and communities can align their improvement activities to minimize resources, maximize impact, and sustain performance over time.
- How traditional quality frameworks and tools – such as the Baldrige framework, Lean and Six Sigma, and Balanced Scorecard – can be integrated to provide economic impact within organizations and across organizations in a community.

**Haven't registered yet?
Don't miss the chance to win
a \$50 Cabela's Gift
Certificate! Registration
must be postmarked by
April 1st 2010!**



Brought to you by:

The Minnesota Quality Conference
56 years of quality training!

March 8 - Short Sessions

Track 1

Lean your DMAIC
With Control
Charts

Six Sigma Tools
For Success

Lean Sigma
Development at
ADC

Customer Chain
Lean: Leveraging
Lean

Track 2

Evolving Management
Systems Integration
Big Q or Little q

Operational Verification
Testing with Graphical
Effects Analysis

Why do I need
Risk Management?

Predicting Bret Favre's
Performance: Predicting
with Attributes and
Continuous Variables

Track 3

Self Defeating
Habits of otherwise
Brilliant people

Lean Leadership
How come they are
Just talking about it?

Marketing Yourself in
a Competitive Environ

Tactful Self Promotion
Getting the Recognition
You Deserve

Workshops on March 9

The Future of Auditing

A Planning Process for
Designing Successful
Factorial Experiments (½ day)

How to Validate Successful
Experiments or Salvage
Ambiguous Ones (½ day)

Software Quality

Lean Thinking

Test Strategy tips to Manage
Risk for Start-Ups

Evaluating and Measuring Risk

**Earle Brown Heritage Center
Minneapolis, MN**

Don't Miss it!

For more details & registration visit:

www.mnasq.org

registration **now available** at the website



The Minnesota Quality Conference

56 years of quality training!

Monday, March 8, 2010 Sessions

Track 1

111 Lean your DMAIC with Control Charts

112 Six Sigma Tools for Success

113 Lean Sigma Development at ADC

114 Customer Chain Lean: Leveraging Lean

Track 2

121 Evolving Management Systems Integration Big Q or Little q

122 Optimal Verification Testing with Graphical Effects Analysis

123 Is Risk Management Valuable for Me?

124 Predicting Bret Farve's Performance: Predicting with Attributes and Continuous Variables

Track 3

131 Self Defeating Habits of Otherwise Brilliant People

132 Lean Leadership How come they are JUST talking about it?

133 Marketing Yourself in a Competitive Environment

134 Tactful Self Promotion: Getting the Recognition you Deserve

Tuesday, March 8, 2010 Workshops

W1 The Future of Auditing

W2 (AM) A Planning Process for Designing Successful Factorial Experiments (1/2 day)

W2 (PM) How to Validate Successful Experiments or Salvage Ambiguous Ones (1/2 day)

W3 Software Quality

W4 Lean Thinking

W5 (AM) Test Strategy Tips to Manage Risk for Start-Ups (1/2 day)

W5 (PM) Evaluation and Measuring Risk (1/2 day)

At the Earle Brown Heritage Center

Minneapolis, MN

Registration now available at: www.mnasq.org



Building A Quality Foundation

Keynote by Paula Palmi,
VP Supply Chain Quality of ECOLAB

In today's economy, cost management is high on everyone's priority list. What does this mean to a quality professional? Does it mean that we "take what we get", or does it mean that we go back to what we do best, continuous quality improvement? My experience is that there is no better time to focus on the critical things that need to be done to assure that our customers get what they expect and the company's processes operate in such a way that we have predictable variation in our products and services. If we do this, we gain higher assurance that our product and quality costs will be well-managed. Putting in place a strong foundation and then building to meet specific customer or business requirements is what I have found to be most successful. Quality tools, quality systems, Lean Six Sigma, 5S all play a critical role in defining the foundation. Let's talk about how they work together.

Minnesota Council for Quality

Upcoming Events

Council Launching New Roundtables for Quality Leaders, Middle Managers -- Info Sessions 3/4, 4/1

All Council members are invited to a luncheon information session to learn more about our newest service in 2010: professional roundtables. Luncheons will be March 4 (West Metro) and April 1 (East Metro).

Last year based on Council member suggestions, we began exploring the possibility of creating some affinity groups to help improvement-related leaders and professionals learn from their peers. After focus groups, we have designed a service that will facilitate actual peer problem solving, the exchange of ideas and best practices, and deep networking (much deeper than our PIN format). These small, invitation-only forums are designed for leaders who are short on time but long on experience. The purpose is to accelerate performance and improvement within participants' organizations and to facilitate professional and personal growth in a safe, open, confidential environment. Specifically, the goals of these roundtables are to:

- Share ideas, solutions across organizations
- Solve real business problems in a collaborative format
- Explore best practices from regional and national experts
- Enhance leadership skills and build long-term relationships with like-minded individuals
- Promote value beyond your investment of time/money: provide a measurable ROI

There are similar roundtable concepts for business owners and CEOs; however, there are not many that focus on quality leaders and/or middle management. We believe that this concept will have deep value for many Minnesota organizations, and we invite you to learn more about the concept.

Please email brian.lassiter@councilforquality.org if you are interested in attending the lunch discussion (or if you'd like to discuss the concept one-on-one). Our first few cohorts are beginning to form, so let us know if you'd like to learn how these roundtables can benefit you and your organization!

Using Social Media to Build and Grow Relationships -- MCQ, PMI Webinar 3/24

Today, social media – such as Facebook, LinkedIn, Twitter, and others – have become new standards for communication and for connecting personal and professional networks. However, while these tools first began at the individual level, many organizations are

beginning to see the benefit of using these vehicles to build, develop, and expand relationships with customers and other stakeholders. As a result, social networking is not only important for cultivating individual relationships, but also for expanding organizational relationships.

The Minnesota Council for Quality and Project Management Institute (PMI) are proud to announce a special 60-minute webinar “Using Social Media to Build and Grow Relationships.” The session will be facilitated by Lonny Gulden, Chief Connections Officer, on Wednesday, March 24 from 12:00 PM to 1:00 PM.

Lonny will guide our thinking of how various social networking tools can benefit all of us as individual professionals – in terms of making you more visible and highly sought after professionally. He will also explore how organizations are using these channels to communicate with customers and other stakeholders – to better understand their needs, to invite comments and complaints, to solicit their feedback, and to nurture their satisfaction, loyalty, and positive referral.

So grab lunch and dial in to learn how social media can complement other communication tools to benefit you, your profession, and your organization!

For more information on the webinar, visit www.councilforquality.org. The session is \$20 for members (of either MCQ or PMI) and \$40 for non-members. To register, email brian.lassiter@councilforquality.org.

Rochester Area Quality Council

Upcoming Events

Everyone Leads -- But It's a Jungle Out There! - Rochester Area Quality Council (RAQC) 3/9/10

Every day, there are opportunities for us to lead...at work, in our community, and at home. Some welcome the opportunity, some do so reluctantly AND it's always a risky venture. Ronald Heifetz, Harvard Kennedy School of Business has written extensively about "staying alive through the dangers of leading" and using his principles of *Adaptive Leadership*, he teaches us how to manage our vulnerabilities, and how to anchor and sustain ourselves in tough times. This workshop will provide a crash course in Adaptive Leadership, introducing you to the necessary skills to improve your leadership capacities.

The Rochester Area Quality Council, an affiliate of the Minnesota Council for Quality, is pleased to announce their Mar 9 program "Everyone Leads -- But it's a Jungle Out There!" The session will be led by Barb Kranz Taylor of the Bailey Consulting Group.

In this session, you will understand the basic principles of Adaptive Leadership (without reading all of Ron Heifetz's books), identify the critical adaptive challenges you and your team are facing, and learn/practice the adaptive skills to address your challenge.

Sponsors: We thank Rochester Community & Technical College for their support of this session.

Speaker: Barb Kranz Taylor, principal, Bailey Consulting Group

Date: Tues, Mar 9

Time: 7:30 Registration, breakfast, networking; 7:45 announcements/program; 9:00 adjourn

Location: RCTC University Center, Coffman Building (CF) 206/208

Cost: \$0 members; \$15 partners/students; \$30 non-members

mailto:Space is limited. To register, contact jennifer.burmeister@councilforquality.org or or 507-213-8132 before Feb 5.

Employers!

Did you know that you can list your jobs for **FREE** on our ASQ 1214 website? Just go to www.asq1214.org and click on the link Employment on the left hand side. Click on “Have your job posted here”. An email will pop up – fill in the details of the job you want posted or attach a Word or pdf file and we will post your job for 60 days. It’s that easy!

Looking for a job?

Check out our Employment section on our website. Click on Employment on the left hand side and then click on the listings for jobs.

ASQ 2010 Certification Schedule

	Exam Date	Application Deadline	Late Application Fee (\$50) Deadline
<u>Biomedical Auditor</u>	February 7, 2010 Anahaim, CA <u>MD&M West</u>	January 4, 2010	N/A
	March 6, 2010	January 15, 2010	January 20, 2010
	May 23, 2010 St. Louis, MO <u>World Conference on Quality and Improvement</u>	April 2, 2010	N/A
	October 2, 2010	August 6, 2010	August 18, 2010
<u>Calibration Technician</u>	May 23, 2010 St. Louis, MO <u>World Conference on Quality and Improvement</u>	April 2, 2010	N/A
	June 5, 2010	April 16, 2010	April 21, 2010
	December 4, 2010	October 15, 2010	October 20, 2010
<u>HACCP Auditor</u>	March 6, 2010	January 15, 2010	January 20, 2010
	May 23, 2010 St. Louis, MO <u>World Conference on Quality and Improvement</u>	April 2, 2010	N/A
	October 2, 2010	August 6, 2010	August 18, 2010
<u>Manager of Quality/ Organizational Excellence</u>	February 7, 2010 Anahaim, CA <u>MD&M West</u>	January 4, 2010	N/A
	March 6, 2010	January 15, 2010	January 20, 2010
	March 6, 2010 New Orleans, LA <u>22nd Quality Management Conference</u>	January 29, 2010	N/A
	May 23, 2010 St. Louis, MO <u>World Conference on Quality and Improvement</u>	April 2, 2010	N/A
	October 2, 2010	August 6, 2010	August 18, 2010
<u>Pharmaceutical GMP Professional</u>	February 7, 2010 Anahaim, CA <u>MD&M West</u>	January 4, 2010	N/A
	May 23, 2010 St. Louis, MO <u>World Conference on Quality and Improvement</u>	April 2, 2010	N/A
	June 5, 2010	April 16, 2010	April 21, 2010

	December 4, 2010	October 15, 2010	October 20, 2010
<u>Quality Auditor</u>	March 6, 2010 New Orleans, LA <u>22nd Quality Management Conference</u>	January 29, 2010	N/A
	May 23, 2010 St. Louis, MO <u>World Conference on Quality and Improvement</u>	April 2, 2010	N/A
	June 5, 2010	April 16, 2010	April 21, 2010
	December 4, 2010	October 15, 2010	October 20, 2010
<u>Quality Engineer</u>	February 7, 2010 Anahaim, CA <u>MD&M West</u>	January 4, 2010	N/A
	February 28, 2010 Atlanta, GA <u>SHS/ASQ Conf & Expo 2010</u>	January 22, 2010	N/A
	March 6, 2010 New Orleans, LA <u>22nd Quality Management Conference</u>	January 29, 2010	N/A
	May 23, 2010 St. Louis, MO <u>World Conference on Quality and Improvement</u>	April 2, 2010	N/A
	June 5, 2010	April 16, 2010	April 21, 2010
	December 4, 2010	October 15, 2010	October 20, 2010
<u>Quality Improvement Associate</u>	February 7, 2010 Anahaim, CA <u>MD&M West</u>	January 4, 2010	N/A
	March 6, 2010 New Orleans, LA <u>22nd Quality Management Conference</u>	January 29, 2010	N/A
	May 23, 2010 St. Louis, MO <u>World Conference on Quality and Improvement</u>	April 2, 2010	N/A
	June 5, 2010	April 16, 2010	April 21, 2010
	December 4, 2010	October 15, 2010	October 20, 2010
<u>Quality Inspector</u>	February 7, 2010 Anahaim, CA <u>MD&M West</u>	January 4, 2010	N/A
	March 6, 2010	January 15, 2010	January 20, 2010
	May 23, 2010 St. Louis, MO <u>World Conference on Quality and Improvement</u>	April 2, 2010	N/A
	October 2, 2010	August 6, 2010	August 18, 2010

<u>Quality Process Analyst</u>	February 7, 2010 Anahaim, CA <u>MD&M West</u>	January 4, 2010	N/A
	March 6, 2010 New Orleans, LA <u>22nd Quality Management Conference</u>	January 29, 2010	N/A
	May 23, 2010 St. Louis, MO <u>World Conference on Quality and Improvement</u>	April 2, 2010	N/A
	June 5, 2010	April 16, 2010	April 21, 2010
	December 4, 2010	October 15, 2010	October 20, 2010
<u>Quality Technician</u>	March 6, 2010	January 15, 2010	January 20, 2010
	May 23, 2010 St. Louis, MO <u>World Conference on Quality and Improvement</u>	April 2, 2010	N/A
	October 2, 2010	August 6, 2010	August 18, 2010
<u>Reliability Engineer</u>	January 28, 2010 San Jose, CA <u>Annual Reliability and Maintainability Symposium</u>	January 4, 2010	N/A
	March 6, 2010	January 15, 2010	January 20, 2010
	May 23, 2010 St. Louis, MO <u>World Conference on Quality and Improvement</u>	April 2, 2010	N/A
	October 2, 2010	August 6, 2010	August 18, 2010
<u>Six Sigma Black Belt</u>	January 28, 2010 San Jose, CA <u>Annual Reliability and Maintainability Symposium</u>	January 4, 2010	N/A
	February 7, 2010 Anahaim, CA <u>MD&M West</u>	January 4, 2010	N/A
	February 22, 2010 Toronto, Ontario, Canada <u>LSS & Process Improvement for Canada Summit</u>	January 15, 2010	N/A
	February 28, 2010 Atlanta, GA <u>SHS/ASQ Conf & Expo 2010</u>	January 22, 2010	N/A
	March 6, 2010	January 15, 2010	January 20, 2010
	March 7, 2010 Phoenix, AZ <u>ASQ's 2010 Lean and Six Sigma Conference</u>	January 22, 2010	N/A

	May 23, 2010 St. Louis, MO World Conference on Quality and Improvement	April 2, 2010	N/A
	October 2, 2010	August 6, 2010	August 18, 2010
Six Sigma Green Belt	January 28, 2010 San Jose, CA Annual Reliability and Maintainability Symposium	January 4, 2010	N/A
	February 7, 2010 Anahaim, CA MD&M West	January 4, 2010	N/A
	February 22, 2010 Toronto, Ontario, Canada LSS & Process Improvement for Canada Summit	January 15, 2010	N/A
	February 28, 2010 Atlanta, GA SHS/ASQ Conf & Expo 2010	January 22, 2010	N/A
	March 7, 2010 Phoenix, AZ ASQ's 2010 Lean and Six Sigma Conference	January 22, 2010	N/A
	May 23, 2010 St. Louis, MO World Conference on Quality and Improvement	April 2, 2010	N/A
	June 5, 2010	April 16, 2010	April 21, 2010
	December 4, 2010	October 15, 2010	October 20, 2010
Software Quality Engineer	March 6, 2010 New Orleans, LA 22nd Quality Management Conference	January 29, 2010	N/A
	May 23, 2010 St. Louis, MO World Conference on Quality and Improvement	April 2, 2010	N/A
	June 5, 2010	April 16, 2010	April 21, 2010
	December 4, 2010	October 15, 2010	October 20, 2010

Exam Site Registration (2 sites 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.

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Certification	Fee*	ASQ Member Fee
Biomedical Auditor - CBA	\$390	\$240
Calibration Technician - CCT	\$335**	\$155
HACCP Auditor - CHA	\$390	\$240
Manager of Quality/Organizational Excellence - CMQ/OE	\$450	\$300
Pharmaceutical GMP Professional - CPGP	\$390	\$240
Quality Auditor - CQA	\$390	\$240
Quality Engineer - COE	\$390	\$240
Quality Improvement Associate - COIA	\$335	\$155
Quality Inspector - CQI	\$335	\$155
Quality Process Analyst - CQPA	\$335	\$155
Quality Technician - CQT	\$335	\$155
Reliability Engineer - CRE	\$390	\$240
Six Sigma Black Belt - CSSBB	\$420	\$270
Six Sigma Green Belt - CSSGB	\$335	\$185
Software Quality Engineer - CSQE	\$390	\$240

*Regular, Associate, Student, Senior, and Fellow Members receive the discount. Discounts are not available on exam retakes.

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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.



Section Leadership Committee 2009 – 2010 Fiscal Year

Pictured are the new Section Leadership Committee members representing ASQ Hiawatha Section 1214 which meets the 2nd Thursday of the month at Cabela's. For more information, log onto www.asq1214.org



Front row from left to right: Minnie Dunbar, Nicole Husske, John Rollins

Second row from left to right: Brian Knutson, Lisa Krause, Michael Oliszcak

Third row from left to right: Lorraine Morris, Andy Kollengode, Ed Lyons, John Moorhouse

ASQ Section Leadership Committee - 2009/2010

Name	Contact Information	Position
John Moorhouse Northstar Quality, Inc. 45526 Linda Lane, Kilkenney, MN 56052	john@northstarquality.com Phone: 507-279-3513 Cell: 507-279-3513	Chairperson
Minnie Dunbar Cummins Filtration 311 North Park, Lake Mills, IA 50450	Minnie.e.dunbar@cummins.com Phone: 641-592-7395 Fax: 641-592-1315 Cell: 641-420-8126	Treasurer Seminar Chair
Lorraine Morris Advanced Components Tech, Inc. 91 16th Street South P.O.Box 168, Northwood, IA 50459	lmorris@goact.net Phone : 641-324-4262 Fax: 641-324-4285 Cell 641-425-5796	Secretary Arrangements Chair
Lisa Krause Owatonna Clinic – MHS 2200 26 th St NW, Owatonna, MN 55060	lolkrause@hotmail.com Phone: 507-446-5205 Cell: 507-339-8197	Newsletter Publicity
Andy Kollengode Mayo Clinic 200 First Street SW, Rochester, MN 55905	akollengode@yahoo.com Phone: 507-255-8456 Cell: 913 461 7612 Fax: 507 255 9689	Certification Recertification
Brian Knutson South Central College 1225 3 rd St SW, Faribault, MN 55021	Brian.knutson@southcentral.edu Phone: 507-332-5874 Fax: 507-332-5888 Cell: 507-323-4167	Education
Michael Oliszcak Cummins Filtration 311 North Park, Lake Mills, IA 50450	Michael.oliszcak@cummins.com Phone: 641-592-7295 Fax: 641-592-1315 Cell: 952-210-5586	Vice Chair
John Rollins N. Mankato, MN 56003	john.b.rollins@gmail.com Phone: 507-345-2742 Cell: 507-382-4412	Internet Liaison Historian Voice of the Customer Chair Fun Activities Chair
Ed Lyons SPX Corp. 655 Eisenhower Dr, Owatonna, MN 55060	Ed.lyons@spx.com Phone: 507-451-7052 Cell: 507-213-7645	Membership Chair Nomination Chair