



Hiawatha  
Section 1214

Serving Southern Minnesota and Northern Iowa

Serving Our Members Since 1984

Hiawatha Section 1214 - Our 25<sup>th</sup> Year  
www.asq1214.org



# May 2010

Note Date Change

## Section 1214 Meeting – May 6<sup>th</sup> Austin Medical Center Tour 5:30 pm

### Topic: Performance Improvement in Healthcare

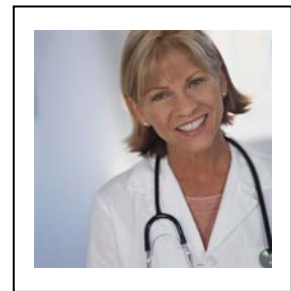
The tour will give AMC an opportunity to show ASQ members how performance improvement can work in healthcare. The lab has been on a steady journey of process improvement over the past two years. The recent

success of the lab redesign was a result of incorporating front line staff in process redesign. Every change was a direct result of front line staff input. We are very proud of what they have already accomplished and look forward to what they will do in the future.

As part of Mayo Health System and through its partnership with Mayo Clinic, Austin Medical Center offers a full range of medical services through a network of community-based healthcare providers in regional locations including Austin, Adams, Blooming Prairie, Grand Meadow and LeRoy.

In 1995 Austin Medical Center merged with Mayo Clinic Foundation in Rochester, Minn., to create an integrated healthcare system capable of ensuring high-quality, cost-effective healthcare. By sharing resources, Austin Medical Center - Mayo Health System - has continued to develop existing services, making them more efficient while introducing new services to respond to patients' needs.

Our connection with Mayo Clinic provides patients with the opportunity to receive care from visiting specialists and allows seamless access to specialty services at Mayo Clinic when appropriate. Our close relationship with Mayo Clinic is also evident through professional relationships between physicians, allied health staff, administrators and all employees who work collaboratively throughout the system.



Austin Medical Center  
Mayo Health System

**Date:** Thursday, May 6<sup>th</sup> 5:30 pm

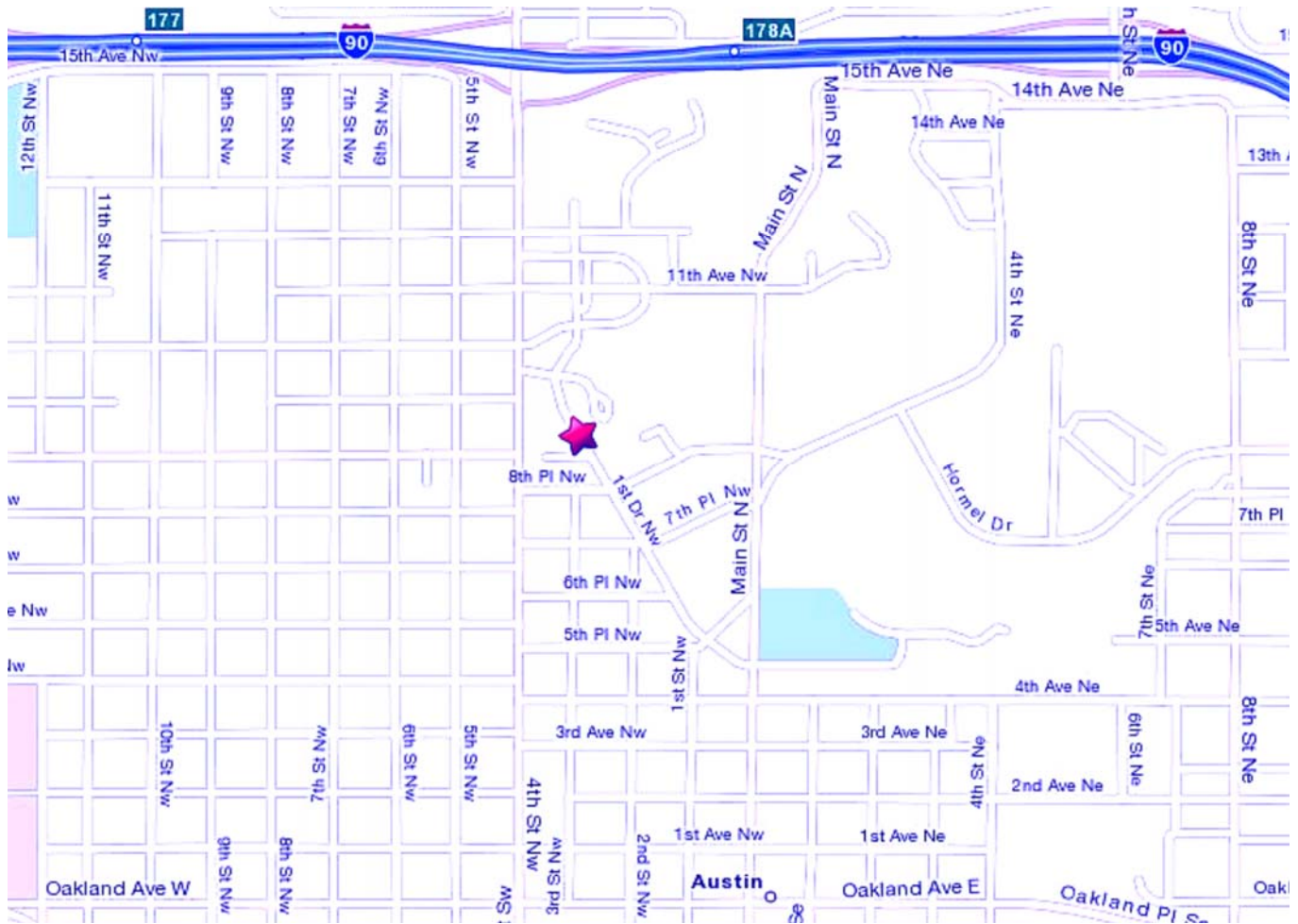
**Cost:** FREE

**Registration:** Email Lorraine Morris at [lmorris@goact.net](mailto:lmorris@goact.net) by **Monday, May 3rd**

**Directions:**

**Austin Medical Center**  
1000 First Drive N.W.  
Austin, Minnesota 55912

**Phone:** 507-433-7351



**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 6, 2010 – Tour of Austin Medical Center in Austin, MN**

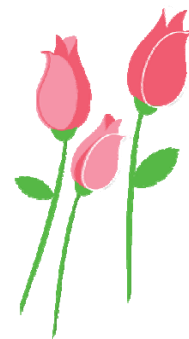
**Any ideas for program topics for next year? Let us know by replying to this email. Member ideas are the foundation of our program success.**

## ***April Highlights***

### ***The Inside Story: Page***

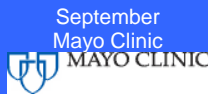
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Our Website: [www.asq1214.org](http://www.asq1214.org)



## Sponsors

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October  
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November  
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December  
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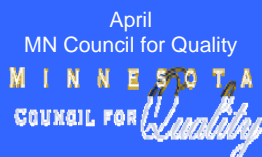
January  
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February  
Wenger



March  
Bureau Veritas



May

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**Address:** 1045 26<sup>th</sup> Place NW  
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**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
<b>Certification Review Courses</b>						
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
<b>Productivity Workshops</b>						
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><b>APICS Southern MN Chapter</b>  <b>ASQ Minnesota Section 1203</b>  <b>Mankato Area Council for Quality</b>  <b>Rochester Area Quality Council</b></p>	<p><b>ASQ La Crosse – Winona Section 1216</b>  <b>Greater Mankato Growth</b>  <b>Minnesota Council for Quality</b>  <b>SME SE Minnesota Chapter 162</b></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**

# *Annual ASQ 1214 Seminar held April 14th*

## **“The ‘Big Bosses’ Expect Change Programs to Produce Results: ‘Show me the Money!’”**

Gary Floss was our first presenter at the ASQ 1214 Seminar held on April 14, 2010 at Cabelas. Gary explained what management expectations are results. One of things that came out of the presentation was to become bilingual and speak the “Language of Things and the Language of Money.” The boss wants to see the information in dollars and you need to be able to explain the keys facts within a minute. Management is always going to look for the “return on its investment.” It still requires feedback and refinement to be successful.

## **“The Economics of Quality: A Case for Action for Improving our Organizations, our Communities, our Nation”**

Brian Lassiter of Minnesota Council for Quality was our 2<sup>nd</sup> presenter in the afternoon. He continued where Gary Floss left off on morning session. He explained the benefits of using Baldrige even as internal. Then explained the “Assessing Performance with the Criteria” and the many different ways to look at quality tools (Baldrige, Lean, Six Sigma and Scorecard). Brian then explained the scorecard and gave us tips on how to design a scorecard.



Top picture:  
The group listened intently as Gary talked.  
Left picture:  
Gary explained what big bosses expect.  
Right picture:  
Brian explained the scorecard.



# Meet me in St. Louie!!!!

<http://wcqi.asq.org/>



## World Conference on Quality and Improvement

May 24-26, 2010 . St. Louis, MO . America's Center

Featuring: + Institute for Software Excellence + Quality in Sustainability + Institute for Continual Quality Improvement

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- Member Leader Events



Join us in St. Louis in 2010 to meet today's challenges and build tomorrow's confidence.

- ▶ Learn new and classic quality tools, methodologies, and techniques.
- ▶ Network with more than 1,500 attendees and exhibitors.
- ▶ Benchmark best practices in the International Team Excellence Award Process.

Think about it. Mandatory quality practices and methodologies could:

- ▶ Prevent food recalls by requiring HACCP certifications and ISO standards.
- ▶ Save lives by reducing patient errors.
- ▶ Save jobs by reducing waste and the costs associated with it.
- ▶ Increase student achievement by implementing continuous improvement tools.

These companies met their challenges. Are you ready to meet yours?  
Hear more results like this at the conference.

- ▶ A rapid response team approach and tools reduced scrap caused by process damage, leading to an annual capacity increase of over 14 million goods.
- ▶ Lean Six Sigma techniques eliminated patient bottlenecks, provided timely treatment of high acuity patients, and provided safe management of increased patient volumes - all at a cost avoidance of \$1.5 million.

### 2010 Sponsors



### Keynote Speakers

**Alan Mulally**  
President and CEO, Ford  
Motor Company



[Read Bio](#)

**Robert Stephens**  
Founder and Chief Inspector,  
Geek Squad



[Read Bio](#)

**Terry Jones**  
Founder and Former CEO,  
Travelocity



[Read Bio](#)

# Minnesota Council for Quality Upcoming Events

## **Special Event**

### **Driving Excellence, Sustaining the Journey: 2009 MN Quality Award Events 5/18/10**

Come hear Minnesota and national best practices in organizational excellence:

\* of how a school district went from the bottom 10% in student performance to the top 10% without changing cost/pupil.

\* of how a \$200 million manufacturer enjoyed 25% growth (2.5 times its nearest competitor) during the recession, while increasing customer satisfaction to 98%.

\* of how a healthcare system became the #1 hospital for nursing excellence and one of seven US hospitals named for superior outcomes, patient safety, and operational/financial performance.

\* and many other examples of world class performance in customer satisfaction, workforce engagement, financial/budgetary performance, leadership, and process excellence.

You are cordially invited to the 19th Annual Minnesota Quality Award recognition, celebration, and learning event Tuesday, May 18. Come learn and network with organizations on their journey to excellence -- organizations from all sectors (manufacturing, service, healthcare, education, government, and small business). Hear from 13 organizations how they use Baldrige, Six Sigma, Lean, Scorecard, ISO, and other techniques to improve their outcomes and results during these challenging times.

Luncheon and afternoon workshops feature keynotes by MidwayUSA (a small manufacturer from Missouri), Poudre Valley Health System (Colorado), Iredell Statesville Schools (North Carolina), and UW-Stout, all recipients of the Malcolm Baldrige National Quality Award and considered role models in their sectors. **Governor Pawlenty** also invited to deliver remarks. Nine Minnesota organizations will then share how they are improving their outcomes and processes (see <http://www.councilforquality.org/specialevent.cfm> for an agenda/schedule), culminating in a networking/celebration reception and Award ceremony late afternoon, early evening.

Details...

**Date:** Tuesday, May 18, 2010

**Time:** 11:30 AM to 6:30 PM (attend afternoon workshops, evening reception, or both!)

**Location:** Landmark Center, 75 5th Street W, St. Paul 55102

**Cost :** Member, non-member rates for both afternoon and evening; early bird and group discounts available

**For more information** on the event or the Minnesota Quality Award, click **here**.

**To register**, please email [brian.lassiter@councilforquality.org](mailto:brian.lassiter@councilforquality.org) with your name, organizational affiliation, desired events (workshops and/or reception), and preferred method of payment.

## ***Evening Celebration & Networking Event***

*Time:* 4:00 to 6:30 PM

*Keynote Addresses:* Craig Luzinski, Chief Nursing Officer at Poudre Valley Health System (Colorado) and Brenda Clark, Associate Superintendent of Learning at Iredell Statesville Schools (N Carolina), both 2008 recipients of the Baldrige Award.

*Cost:* Complimentary for employees of 2009 MN Quality Award recipients and 2009 volunteer Evaluators; \$30 for Council members and Award recipient guests; \$45 for Council partners; \$60 for the public; \$200 for a group of 8 registering together.

To register for either afternoon and/or evening, please email [brian.lassiter@councilforquality.org](mailto:brian.lassiter@councilforquality.org) with your name, organizational affiliation, desired events (workshops and/or reception), and preferred method of payment.

We expect 300+ leaders and professionals to attend. The events are open to the public, but space is limited. Spread the word in your organization and register today!

# Rochester Area Quality Council

## Upcoming Events

### How to Lead Engaged Workers

Rochester Area Quality Council (RAQC) 5/4/10

What would be the impact on your time, focus, and productivity if your best employees decided to leave tomorrow?

Today, the best and brightest workers are looking for organizations that know how to support and nurture highly engaged, fully committed workers. In fact, recent surveys have found that over 50% of highly engaged workers will be looking for new positions after the current recession lifts. The reality is that most managers spend over 80% of their time with the least engaged employees while their most engaged people are left alone to do the majority of the work. Engaged workers need engaged managers.

The Rochester Area Quality Council, an affiliate of the Minnesota Council for Quality, is pleased to welcome Jack Mateffy, principal of PassionWerx, to our May 4 program, "How to Lead Engaged Workers." Jack will show you how to keep and support your best and brightest people -- the people you can't afford to lose. PassionWerx has unique process -- involving playing cards that include dozens of factors that drive professional and personal passion -- which helps people identify what really gives them passion. This session will help participants identify their own passions, which can lead to increased engagement at work, at home, and in everyday life. It can also lead to insights that improve your workers' engagement.

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

**Speaker:** Jack Mateffy, principle, PassionWerx

**Date:** Tues, May 4

**Time:** 7:30 Registration, 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

# ASQ 2010 Certification Schedule

	Exam Date	Application Deadline	Late Application Fee (\$50) Deadline
<a href="#">Biomedical Auditor</a>	May 23, 2010 St. Louis, MO <a href="#">World Conference on Quality and Improvement</a>	Deadline Passed	N/A
	June 5, 2010 Round Lake, IL <a href="#">Section 1212</a>	April 16, 2010	April 21, 2010
	October 2, 2010	August 6, 2010	August 18, 2010
	March 5, 2011	January 14, 2011	January 19, 2011
<a href="#">Calibration Technician</a>	March 24, 2010 Pasadena, CA <a href="#">Measurement Science Conference</a>	Deadline Passed	N/A
	May 23, 2010 St. Louis, MO <a href="#">World Conference on Quality and Improvement</a>	Deadline Passed	N/A
	June 5, 2010	April 16, 2010	April 21, 2010
	December 4, 2010	October 15, 2010	October 20, 2010
<a href="#">HACCP Auditor</a>	May 23, 2010 St. Louis, MO <a href="#">World Conference on Quality and Improvement</a>	Deadline Passed	N/A
	October 2, 2010	August 6, 2010	August 18, 2010
	March 5, 2011	January 14, 2011	January 19, 2011
<a href="#">Manager of Quality/Organizational Excellence</a>	May 15, 2010 Chicago, IL <a href="#">ASTD 2010 International Conference &amp; Exposition</a>	Deadline Passed	N/A
	May 23, 2010 St. Louis, MO <a href="#">World Conference on Quality and Improvement</a>	Deadline Passed	N/A
	June 5, 2010 Round Lake, IL <a href="#">Section 1212</a>	April 16, 2010	April 21, 2010
	October 2, 2010	August 6, 2010	August 18, 2010
	March 5, 2011	January 14, 2011	January 19, 2011
<a href="#">Pharmaceutical GMP Professional</a>	May 23, 2010 St. Louis, MO <a href="#">World Conference on Quality and Improvement</a>	Deadline Passed	N/A
	June 5, 2010	April 16, 2010	April 21, 2010
	December 4, 2010	October 15, 2010	October 20, 2010
<a href="#">Quality Auditor</a>	May 23, 2010 St. Louis, MO <a href="#">World Conference on Quality and Improvement</a>	Deadline Passed	N/A
	June 5, 2010	April 16, 2010	April 21, 2010
	December 4, 2010	October 15, 2010	October 20, 2010
<a href="#">Quality Engineer</a>	May 23, 2010 St. Louis, MO <a href="#">World Conference on Quality and Improvement</a>	Deadline Passed	N/A
	June 5, 2010	April 16, 2010	April 21, 2010
	December 4, 2010	October 15, 2010	October 20, 2010
<a href="#">Quality Improvement Associate</a>	May 23, 2010 St. Louis, MO <a href="#">World Conference on Quality and Improvement</a>	Deadline Passed	N/A

	June 5, 2010	April 16, 2010	April 21, 2010
	December 4, 2010	October 15, 2010	October 20, 2010
<a href="#">Quality Inspector</a>	May 23, 2010 St. Louis, MO <a href="#">World Conference on Quality and Improvement</a>	<b>Deadline Passed</b>	N/A
	October 2, 2010	August 6, 2010	August 18, 2010
	March 5, 2011	January 14, 2011	January 19, 2011
<a href="#">Quality Process Analyst</a>	May 15, 2010 Chicago, IL <a href="#">ASTD 2010 International Conference &amp; Exposition</a>	<b>Deadline Passed</b>	N/A
	May 23, 2010 St. Louis, MO <a href="#">World Conference on Quality and Improvement</a>	<b>Deadline Passed</b>	N/A
	June 5, 2010	April 16, 2010	April 21, 2010
	December 4, 2010	October 15, 2010	October 20, 2010
<a href="#">Quality Technician</a>	May 23, 2010 St. Louis, MO <a href="#">World Conference on Quality and Improvement</a>	<b>Deadline Passed</b>	N/A
	June 5, 2010 Round Lake, IL <a href="#">Section 1212</a>	April 16, 2010	April 21, 2010
	October 2, 2010	August 6, 2010	August 18, 2010
	March 5, 2011	January 14, 2011	January 19, 2011
<a href="#">Reliability Engineer</a>	May 23, 2010 St. Louis, MO <a href="#">World Conference on Quality and Improvement</a>	<b>Deadline Passed</b>	N/A
	June 5, 2010 Round Lake, IL <a href="#">Section 1212</a>	April 16, 2010	April 21, 2010
	June 14, 2010 Reno, NV <a href="#">The International Applied Reliability Symposium (ARS)</a>	April 30, 2010	N/A
	October 2, 2010	August 6, 2010	August 18, 2010
	March 5, 2011	January 14, 2011	January 19, 2011
<a href="#">Six Sigma Black Belt</a>	May 15, 2010 Chicago, IL <a href="#">ASTD 2010 International Conference &amp; Exposition</a>	<b>Deadline Passed</b>	N/A
	May 23, 2010 St. Louis, MO <a href="#">World Conference on Quality and Improvement</a>	<b>Deadline Passed</b>	N/A
	June 5, 2010 Round Lake, IL <a href="#">Section 1212</a>	April 16, 2010	April 21, 2010
	October 2, 2010	August 6, 2010	August 18, 2010
	March 5, 2011	January 14, 2011	January 19, 2011
<a href="#">Six Sigma Green Belt</a>	May 15, 2010 Chicago, IL <a href="#">ASTD 2010 International Conference &amp; Exposition</a>	<b>Deadline Passed</b>	N/A
	May 23, 2010 St. Louis, MO <a href="#">World Conference on Quality and Improvement</a>	<b>Deadline Passed</b>	N/A
	June 5, 2010	April 16, 2010	April 21, 2010
	December 4, 2010	October 15, 2010	October 20, 2010
<a href="#">Software Quality</a>	May 23, 2010 St. Louis, MO	<b>Deadline Passed</b>	N/A

<a href="#">Engineer</a>	<a href="#">World Conference on Quality and Improvement</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.

# Apply for Certification

ASQ offers several ways to apply. Choose the best option for you.

**ASQ Members—[Apply online now!](#)** Have your documentation and credit card ready. (See each certification for what documentation is necessary.)

## Nonmembers

- [Join now!](#) You'll save \$150 and satisfy the proof-of-professionalism requirement. After you've joined ASQ, come back and fill out the member application above.
- [Apply without joining ASQ](#)—Requires customers to register to complete the application.

**Special Applications**—Check specific certifications for additional applications and dates. [View a list of all upcoming certification exams.](#)

**Mail or Fax Your Application**—[Download an application.](#)

- Mail to:  
American Society for Quality  
P.O. Box 3005  
Milwaukee, WI 53201-3005  
USA  
or  
American Society for Quality  
600 North Plankinton Avenue  
Milwaukee, WI 53203  
USA
- Fax to 414-272-1734.

## Sustaining Members

Sustaining Members and their employees will receive member pricing for any of our 14 certifications, a cost savings of up to \$150 per certification. Employees at your location(s) will receive member pricing on ASQ Certification if you joined or renewed as a Sustaining Member after September 23, 2005. If you and/or your employees are interested in taking a certification exam, please contact Customer Care at 800-248-1946 (United States and Canada only) or [help@asq.org](mailto:help@asq.org).

# Certification Fees

Stand out as a quality leader in your organization with an ASQ certification next to your name. Enjoy the benefits of your membership\* in ASQ – save \$150 on the registration fee for any of our certification exams. That’s more than the cost of the annual membership fee! [Join now.](#) (Click on the Certification name to view more information.)

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

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

\*\*Military fee is \$105.00. You must be an active member of the U.S. or Canadian military and submit a copy of your military identification with your application.

**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 2<sup>nd</sup> Thursday of the month at Cabela's. For more information, log onto [www.asq1214.org](http://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
<b>John Moorhouse</b> Northstar Quality, Inc. 45526 Linda Lane, Kilkenney, MN 56052	<a href="mailto:john@northstarquality.com">john@northstarquality.com</a> Phone: 507-279-3513 Cell: 507-279-3513	Chairperson
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<b>Lorraine Morris</b> Advanced Components Tech, Inc. 91 16th Street South P.O.Box 168, Northwood, IA 50459	<a href="mailto:lmorris@goact.net">lmorris@goact.net</a> Phone : 641-324-4262 Fax: 641-324-4285 Cell 641-425-5796	Secretary Arrangements Chair
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