



Check out our new web page! www.asq1214.org

Program Schedule

November 11th
***CALIBRATION AND MEASUREMENT
UNCERTAINTY***
Cabelas
Owatonna, MN

November 11 th	Calibration – Al Glassel	Cabelas
December 9 th	Membership Appreciation Christmas Party	Cabelas
January 13 th	Joint Meeting with APICS: FISH – Ione Dykstra	Cabelas
February 10 th	Training Effectiveness	Cabelas
March 10 th	ISO 9001: A Registrar’s Perspective – Jack Weed	Cabelas
April	Spring Seminar: FMEA	Cabelas
May 14 th	Tour: Schell’s Brewery (NOTE: Saturday)	New Ulm, MN



Hiawatha

Section 1214

2004/2005

Serving South Central Minnesota and Northern Iowa

Chairperson's Corner

November 2004

Greetings...

I hope all of you have been enjoying the fabulous fall weather. It's hard to be inside when it is so nice outside but it was good to see the great attendance at the October section meeting. Chuck is always a good presenter and it was interesting to hear his take on statistics.

As our program year for 2004 progresses, we will be bringing back another familiar face for the November meeting. Al Glassel will be giving a presentation on calibration, a topic that is essential to anyone that is ISO certified. His bio and program details can be found in this newsletter. And for December, we will be holding our annual Membership Appreciation Dinner. We have some fun things planned for you and will give you more information in the December newsletter.

Our 2005 program year is shaping up nicely. It will include some new and interesting topics. The January meeting will be held jointly with APICS at Cabelas on January 13th. This year's topic will be FISH by Lone Dykstra. We have also lined up a speaker for February that will talk on how to gauge the effectiveness of quality training and for March, a speaker who will present the registrar's perspective to auditing. We are also finalizing our plans for our FMEA seminar in April and we will be having a special "plant" tour in May at the Schell's Brewery in New Ulm. We are just finalizing the plans on all of the above so we will have more information for you in the next newsletter.

As you can see, we have been quite busy putting together a program that will be fun, informative, and valuable to you as a member. We welcome your feedback and would enjoy hearing from you. You can email any of the committee members (their emails are listed on the web page or in this newsletter) and let us know what we can do to improve the section meetings. Our web address is www.asq1214.org. See you at the next section meeting!

Sincerely,

Lisa Krause



Company Sponsor Profile



The Malt-O-Meal Company has a long history in Minnesota. In 1919, John Campbell founded the Campbell Cereal Company in Owatonna, MN. His hot cereal product, a blend of toasted malt and wheat farina, was the beginning of what is now the Malt-O-Meal Company. Initially, Company sales were primarily in Iowa and Minnesota. However, the advent of radio advertising helped expand sales as far as the southwest United States by the late 1920s. In 1927, production was moved from Owatonna to the Ames Mill in Northfield, Minnesota. Corporate offices were moved to Minneapolis in 1932, and in 1953 the Company's name was changed to Malt-O-Meal Company.

The original Malt-O-Meal hot cereal was the main product offered until 1961, when a chocolate-flavored hot cereal was introduced. In 1965, we produced our first ready-to-eat cereals, Puffed Wheat and Puffed Rice. These two cereals were packaged in convenient, stay-fresh, economical poly bags instead of the conventional cereal boxes. And, in 1998, Malt-O-Meal introduced TopZip[®] resealable packaging in bag cereals. We acquired the Quaker Bagged Cereal business in December 2002.

Today, Malt-O-Meal, the nation's fifth largest cereal manufacturer, supplies a full line of branded bagged cereals and private label cereals to the grocery industry. Malt-O-Meal currently produces twenty-two different ready-to-eat cereals, three varieties of Malt-O-Meal hot wheat cereal and a full line of oatmeal products. Today, more than 14 million households enjoy Malt-O-Meal ready-to-eat products, and 4 million families wake up to its hot cereals.

The Company's mission is to be the leader in value cereal by providing lowest cost national brand quality products and competitive service.



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Company Sponsorship

2004 - 2005

September – Blount, Inc.

October – Advanced Component Technologies, Inc

November – Malt-O-Meal

December – OPEN

January – Wenger

February – Fleetguard, Inc.

March – SPX Corporation

April – Truth Hardware

May – Kato Engineering

June – Northstar Quality, Inc.



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Want to see your company's name on our website?

What does being a company sponsor mean?

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 three months available, **July, August, and December**. If you think your company would like one of these spots, call John Moorhouse at 507-279-3513 or email him at jemoorhouse@frontiernet.net.



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Thank you, Chuck Moder, for giving us those great company examples on the realistic way to apply statistics!

Some of those examples apply to subjects such as:

1. Facts from collecting data and implementing a computerized SPC system.
2. Excitement about management response, supplier involvement, warranty, and customer's mandate.

Your final message on corrective action and how to communicate statistics to employees is the key!

Rochester Area Quality Council News

The next Rochester Area Quality Council program is on Tuesday, November 2nd. Russell Scheller, Quality Manager, and Neal Benson, LEAN Manufacturing Manager, from Kato Engineering will be presenting "LEAN Office and ISO 9001 Working Together at Kato Engineering." Please check out all the details and register at our website, www.raqc.com.



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Program: CALIBRATION AND MEASUREMENT UNCERTAINTY

Speaker: Al Glassel

Date: Thursday, November 11, 2004

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*: Chicken, Baked Potato, Corn, Tossed Salad, Roll, Beverage,
Pumpkin Pie

Cost: \$20.00**

* For special dietary needs, contact Lisa Krause

** After over three years, our meal prices have been raised

For reservations, please contact:

Lisa Krause, Section Chairperson 507-645-6681 x4304
Or email at lisa_k_krause@malt-o-meal.com

(Reservation Deadline: Tuesday, November 9th at noon)



November Program

CALIBRATION AND MEASUREMENT UNCERTAINTY

Al Glassel

Summary:

As quality professionals, we use the world of measurement on a daily basis.

In this presentation, we will explore how measurement uncertainty affects us.

This session will cover: uncertainty, calibration systems, GUM and other relevant standards, common measurement error, and gage R & R.

Bio:

Al Glassel is a Quality Professional with over 30 years in the quality field. Areas of expertise include, auditing, SPC, GD&T, preparation of quality manuals and procedures, quality planning, dimensional inspection and metrology. He is well versed in the following commodities: castings, stampings, extrusions, composites, pultrusions, injection molding, vacuum forming etc. Al is currently training quality personnel for clients, setting up quality systems and presentations.

Al Glassel is owner of Glassel Consulting.

Al is a member of ASQ and holds certifications for CMI, CQT, CCT and CQA. Al has aerospace NDT certifications for Radiography, Penetrant and Ultrasonic.



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Certification Schedule

General

CQE = Certified Quality Engineer

CQA = Certified Quality Auditor

CQM = Certified Quality Manager

CRE = Certified Reliability Engineer

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

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

2004 Certification Exam Dates & Application Deadlines		
Certification	Exam Date	Application Deadline
CSQE, CQIA, CCT, CQE, CQA	December 4, 2004	October 1, 2004

Certification Pass List – Section 1214

NAME	CERTIFICATION	EXAM DATE



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Certification Fees

New Exam Fees – 2004

	<u>Member</u>	<u>Non-Member</u>
Quality Manager	\$235.00	\$340.00
CQA, CQE, CRE, CSQE, CQA-HACCP, CQA-Biomedical, Six Sigma Black Belt	\$180.00	\$285.00
CQT, CMI, CQIA, CCT	\$155.00	\$260.00

***PLEASE NOTE:** A portion of the above fees (\$50.00) is an application fee and is non-refundable.

Retake Fee

Quality Manager	\$185.00	\$185.00
CQA, CQE, CRE, CSQE, CQA-HACCP, CQA-Biomedical, Six Sigma Black Belt	\$130.00	\$130.00
CQT, CMI, CQIA, CCT	\$105.00	\$105.00

Re-Certification Fees

<u>Quantity of Certifications</u>	<u>Member</u>	<u>Non-Member</u>
One Re-certification	\$30.00	\$50.00
Two or more Re-certifications	\$50.00 (Total)	\$50.00 (Each)
<u>Re-Certify by Exam</u>		
Quality Manager	\$180.00	\$285.00
CQA/CQE/CRE/CSQE/CQA-HACCP/ Six Sigma. CQA Biomedical	\$130.00	\$235.00

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.



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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.



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2004/2005

South  Central
TECHNICAL COLLEGE

Quality & Performance Improvement Courses Fall Semester 2004

COURSE NAME	DATES	DAY	TIME	TOTAL HOURS	TUITION
Quality Skill Development Workshops					
Geometric Dimensioning & Tolerancing	9/20-11/8/04	M	6-9 p	24	\$267
Problem Solving Tools & Methods	10/13/04	W	8a-4:30p	8	\$235
Understanding & Implementing ISO 9001:2000	10/19/04	T	8a-4:30p	8	\$235
Internal Auditor Skills	10/20/04	W	8a-4:30p	8	\$235
<i>Problem Solving Tools & Methods (Mankato)</i>	10/28/04	H	8a-4:30p	8	\$235
Introduction to Quality	11/3-11/4/04	WH	8a-4:30p	16	\$370
<i>Understanding & Implementing ISO 9001:2000 (Mankato)</i>	11/11/04	H	8a-4:30p	8	\$235
Corrective & Preventive Action Systems	11/15/04	M	8a-4:30p	8	\$235
<i>Internal Auditor Skills (Mankato)</i>	11/18/04	H	8a-4:30p	8	\$235
Introduction to Lean Manufacturing	12/1-12/2/04	WH	8a-4:30p	16	\$390
Project Management	12/8/04	W	8a-4:30p	8	\$235
Introduction to Six Sigma	12/9-12/10/04	HF	8a-4:30p	16	\$390
Certification Review Classes					
Certified Quality Technician (CQT) Review	9/16-10/14/04	H	6-9 p	15	\$250
Certified HACCP Auditor (CHA) Review	9/22-10/13/04	W	5:30-8:30 p	12	\$200
Certified Quality Engineer (CQE) Review	10/4-11/29/04	M	6-9 p	27	\$450
Certified Calibration Technician (CCT) Review	10/26-11/30/04	T	6-9 p	18	\$300
Certified Quality Improvement Associate (CQIA) Review	11/2-11/30/04	T	6-9 p	15	\$250
Certified Quality Auditor (CQA) Review	11/3-12/1/04	W	5:30-8:30 p	15	\$250

Select courses (*italicized listings*) are now offered at our Mankato Campus.
All other courses listed are held at the Faribault Campus.

For more information or to register for any of these courses, contact
Laura Hardy at the Faribault Campus of South Central Technical College
at 507/332-5802 or laura.hardy@southcentral.edu.

Attention ASQ, APICS, Minnesota Council for Quality & Rochester Area Council for Quality Members:

In appreciation to organizations that partner with us in promoting our training programs, we offer you a 10% discount on any of the courses listed on this page.



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Upcoming educational offerings...

CERTIFIED QUALITY AUDITOR (CQA) REVIEW

This review course designed for those preparing to take the ASQ CQA exam will cover the Body of Knowledge for the CQA examination, which can be obtained at www.asq.org. The text materials will include instructor handouts, as well as the Indiana Quality Council Primer and Solutions Text. As this is a review course, it is recommended that each student order the Primer for their own study prior to the start of class. Purchase of the Solutions Text is optional. Costs are \$65 for the Primer and \$35 for the Solutions Text available from the Quality Council of Indiana's On-Line Store.

Wed., Nov. 3 – Dec. 1, 2004 ✂ **5:30 – 8:30 pm** ✂ **Faribault Campus** ✂ **\$250** ✂ **Instructor: Mike Mayer**

UNDERSTANDING & IMPLEMENTING ISO 9001:2000

This course will walk you through the new ISO 9001:2000 standard, including terms and requirements. The background to the standard, including the eight management principles, will be covered. Discussions and exercises will include changes from the 1994 standard, interpreting the new clauses, and recommendations for implementing the quality system.

Thursday, Nov. 11, 2004 ✂ **8:00 am – 4:30 pm** ✂ **Mankato Campus** ✂ **\$235** ✂ **Instructor: John Moorhouse**

INTERNAL AUDITOR SKILLS

This course is designed to provide trained auditors ready to conduct internal quality system audits, saving your company internal training time and resources, and giving your auditors training by experienced professional auditors. The course features hands-on exercises for learning and applying auditor skills and techniques. Auditors will learn the basic principles of auditing, steps in conducting an audit, methodology for interviewing auditees, note-taking techniques, and how to write audit findings. Students will gain additional ISO 9001 interpretation skills through class exercises. [Prerequisite class: Understanding & Implementing ISO 9001:2000, or equivalent training. This class will utilize the ISO 9001:2000 standard, but not cover it as an introduction to the standard.]

Thursday, Nov. 18, 2004 ✂ **8:00 am – 4:30 pm** ✂ **Mankato Campus** ✂ **\$235** ✂ **Instructor: John Moorhouse**

CORRECTIVE & PREVENTIVE ACTION SYSTEMS

The course will start with an understanding of the requirements for corrective and preventive action (C&PA) given in ISO 9001:2000. Students will learn approaches for building effective internal systems for C&PA, including effective forms, tracking status and closure, problem solving & root cause identification, corrective action plans and approvals, verification audits, evidence for closure, and record keeping. Exercises and discussions will include: pit-falls, lessons learned, dealing with difficult situations, escalation steps, management's responsibilities, and continual improvement linkages to make your systems most effective.

Monday, Nov. 15, 2004 ✂ **8:00 am – 4:30 pm** ✂ **Faribault Campus** ✂ **\$235** ✂ **Instructor: John Moorhouse**

INTRODUCTION TO LEAN MANUFACTURING

You will learn the concepts of lean and see the results in this two-day workshop. Through classroom instruction and discussion, participants will become familiar with lean. Then, through four hands-on lean simulations, participants will put into practice what they have learned...on the spot! Concepts that we will implement include: Cycle time reduction, Manufacturing flow/facility layout, Cell design, Kanban/pull scheduling, Product design simplification.

Wed. & Thurs., Dec. 1 & 2, 2004 ✂ **8:00 am – 4:30 pm** ✂ **Faribault Campus** ✂ **\$390** ✂ **Instructor: Lee Anderson**



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***Happy
Thanksgiving
To all***

***From ASQ Section 1214
Leadership Committee***

(formerly “the Board”)



Hiawatha Section 1214

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ASQ Board Members

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 Sundahl South Central Technical College 1225 3 rd St SW Faribault, MN 55021	Email: dick.sundahl@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)