



e-letter



Section Dinner Meetings:

**November 10 – Brian Lassiter,
Minnesota Council for Quality**

**December 8 – Member Appreciation, ASQ
Speaker (tbd)**

**January 12 – Joint meeting with APICS,
topic tbd**

February 9 - tbd

March 9 - Calibration: Gage R&R

April – Annual Spring Semniar tbd

May – Spring tour - tbd

October Sponsor:



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Question of the Month:

HoHoHo and Merry Christmas. Old Santa has the question for you this month. Have you all been good? HoHoHo. (That’s not the question - Old Santa already knows that answer.)

Old Santa needs some ideas about what to get all the good Section 1214 members (you know - the ones who come to Section meetings and send in answers to the other Questions of the Month). I know how much you all liked the padfolio you got at last year’s member appreciation section meeting, so here’s a few things Old Santa had in mind:

- Pen set
- Jr Padfolio
- Calculator
- Sport/Lunch Cooler
- Journal w/pen

The cost of reindeer feed has really gone up this year, so Old Santa has to buy in bulk (no more Mr. Department store). So, just reply to the email and list your top 2 choices. (That way it’ll still be a surprise to you at the December Section meeting). HoHoHo.

Respond to bharris@holmindustries.com

Section 1214 Partners in Quality



Partner members receive a 10% discount on any 1214 sponsored training

Chairperson's Corner

Greetings!

Thanks to everyone who sent me their comments for the ASQ summit that was held last week in Milwaukee. This was the first time that ASQ Headquarters had almost all of the section chairs and leaders together in one room and the discussions at times became very heated. Many of the issues that were of concern to our board and section members were the same ones that many others voiced. ASQ was charged with "walking the talk" of quality - don't just say it, do it. It will be interesting to see what changes take place in the upcoming months as a result of this summit. I have included an excerpt from the summit later in this newsletter.

After this very emotional summit (some people are VERY passionate about quality), I was driving home and thinking about something that was asked of us in one of general sessions. We were asked to think of groups or communities that we belonged to, why we joined them, and why we remained in that group. Here are some of thoughts that came from that discussion:

- Groups make you feel welcome.
- They know you by name.
- They provide companionship.
- They provide an open and inviting environment.
- They give the opportunity to develop relationships.
- People listen to each other.
- They have fun.
- There are no threats, you feel secure.
- "We're in it together" atmosphere.
- You feel unique or special.
- There is the same purpose, values, and goals.
- There is a sense of cohesiveness.

I never really thought of our ASQ section as a community before, but the items listed above are some of the very things I feel when I facilitate our section meetings. I like to make people feel welcome and know their name. I like to provide an open and inviting environment and give people an opportunity to develop relationships with other people. And most of all, I like to think that we are meeting for the same purpose and can learn something from each other.

Although ASQ as a whole continues to struggle with some major issues, I think that our Hiawatha section will continue to thrive as a section and as a community and will only get better as National rolls out some of the ideas that were committed to at the summit. If you haven't attended a Section 1214 meeting in awhile, come and check out the community - I think you'll like what you see!

Lisa Krause

2004-05 Total Quality Sections: Hiawatha Section 1214

ASQ salutes the 104 sections that reached the Total Quality Level for the 2004-05 year:

Congratulations Hiawatha Section 1214

The Section Management Process (SMP) is a section management model that has been developed to assist sections in their planning and implementation of services and programs that will meet the needs of current and future members.

Total Quality is one the highest levels of achievement in SMP for the 2004-05 fiscal year. Sections that reached Total Quality proved their dedication and commitment by developing a business plan that provides valuable, quality programs and services to their members and achieving at least 75 percent of these set objectives.

Company Sponsors & Profile

2004 - 2005
Company Sponsors

September
Advanced Component
Technologies, Inc

October
Malt - O - Meal

November
MICS

December
Wenger

January
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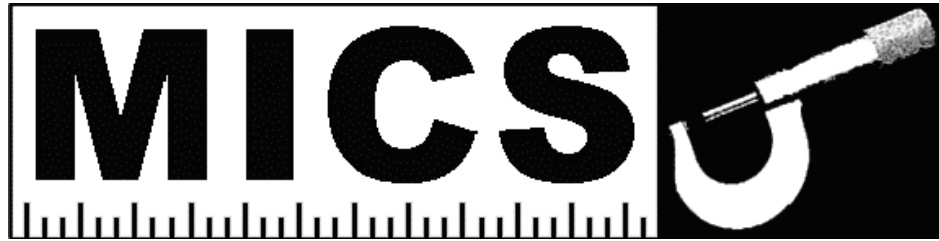
April
Kato Engineering

May
Blount, Inc.

June
Northstar Quality, Inc.

July
OPEN

August
OPEN



Micron Inspection & Calibration Services

Micron Inspection & Calibration Services is happy to be a sponsor of the Hiawatha Section. MICS serves the Hiawatha region with A2LA certified ISO/IEC 17025 calibration lab services, gage repair, and inspections, both on-site and in our Owatonna-based lab. We service mechanical and electronic gaging. Please give us a chance to serve you.

Micron Inspection & Calibration Services
3325 Ninth St. NW
Owatonna, MN 55060

507-444-9111
888-384-7774
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Company sponsors also support our web site. Contact John Moorhouse at

john@northstarquality.com

to find out how your company can help.

"If you think education is expensive, try ignorance." *Principal of Harvard University*

www.asq1214.org

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November Section Program:

Program: Minnesota Council for Quality

Speaker: Brian Lassiter, President MCQ

Date: Thursday November 10, 2005

Place: Cabelas
3900 Cabelas Drive
Owatonna, MN 55060

Time: 5:30 p.m. Registration/Networking
5:45 p.m. Dinner
6:30 p.m. Meeting/Speaker

Menu: Turkey, Mashed Potatoes & Gravy, Corn, Salad, Pumpkin Pie, Beverage

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

Cost \$20.00

Reservations due by, **12:00 Noon, Monday November 7.** Please contact:

Lisa Krause, Section Chairperson 507-645-6681 x4304

Or email at lisa_k_krause@malt-o-meal.com

Program and Speaker:

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 Alliot Consulting (Managing Director), Norstan Consulting (Principal Consultant), The St. Paul Companies (Corporate Quality Consultant), Price Waterhouse (Consultant), and Boatmen'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 seven years on the Board of Examiners for the Malcolm Baldrige National Quality Award (1998-2004), three as a Senior Examiner and the current year as an Alumni Examiner. He has also served as a Senior Evaluator for the Minnesota Quality Award (two years), is currently a Judge for the Veteran's Administration Baldrige-based Carey Award, and has served from 1995-2003 and 2004- on the Board of Directors for Goodwill/Easter Seals of Minnesota.

Brian will give an overview of the Minnesota Council for Quality, its mission, history, goals and products and services, followed by a discussion of the Baldrige framework and its value to any organization. He will also discuss performance improvement resources available within the community.

A Message from the President of ASQ

Dear Friends,

As members of the quality community, most of us think of ourselves as problem-solvers.

Now we have an enormous problem on our hands: the devastation brought on by Hurricane Katrina.

If you haven't done so already, I urge you to open your wallets and your hearts to help those who suddenly find themselves in need.

In addition to providing general relief for the stricken, we also must consider the needs of our brothers and sisters in the quality community. Hundreds of ASQ members live and work in the hurricane-ravaged areas. While we do not yet know the degree to which they have been affected, it is certain that some of them have lost their homes, and many will have lost their employment.

Sadly, it is also likely that some will have lost loved ones and family members.

Here is what we are doing, and how you can become involved:

- On behalf of the Society, I encourage every member to make a personal donation. You can do so immediately by [using this form to donate money to the American Red Cross](#). Or contact one of the other [relief agencies recommended by FEMA](#).
- ASQ is setting up a [Member Assistance Clearinghouse](#) for member-to-member assistance opportunities. The clearinghouse will offer members the opportunity to share information about what has happened to themselves and other members in the affected region. We want members of our professional community to know how and where everyone is and how they are doing. Please send information or questions to asqcares@asq.org. Additional information and services will be forthcoming. Please check back here often.
- **You can also contact the Member Assistance Clearinghouse to alert ASQ to urgent needs, or to offer help.** For example, if your organization can provide temporary work for one or more of ASQ's quality professionals or practitioners, let us know. If you know of other resources or quality expertise that could be of help to your colleagues in need, let us know that too. And if you can offer your professional expertise and services to the relief and rebuilding efforts, get in touch with us. We'll try to match up available resources with needs.
- Members with employment opportunities affected by the storm are encouraged to use [ASQ Career Center](#).

If we truly believe in community, then we must think with our hearts along with our great business sense. I encourage all of you to help me send a positive message to all ASQ members, and the communities they live in: that being part of ASQ and the quality community is very special.

Jerry Mairani
President

Minnesota Council for Quality Offers Two Workshops

The Minnesota Council for Quality is pleased to announce two thought-provoking, content-rich, and interactive workshops on **November 9 and 10**. Both workshops are presented by Robin Lawton, best-selling author and internationally-known consultant to world-class leaders in both industry and government. Rob is an engaging, top-rated speaker you won't want to miss, and we have arranged these workshops at special discount for you.

The first session, **"8 DIMENSIONS OF EXCELLENCE: Aligning Strategy and Measures with Customer Priorities,"** will be held November 9 from 1:00-5:30pm. Participants will receive an autographed copy of Mr. Lawton's best-selling book.

How would you feel to discover your car engine was only running on one or two of its eight cylinders? Whether your "car" is an organization or a key project, you wouldn't knowingly continue to drive it that way. Change initiatives often promote customer success as a priority but put all the attention on improving process. That only improves performance on 1 of the 8 Dimensions. Come learn, by yourself or with a team, about how to get all 8 cylinders working together like you never thought possible.

Learn how to drive change from outcomes and customers inward (rather than from process outward). You will see how to apply a powerful but elegantly simple framework and process that consistently produces high results in even the most challenging environments. You will see why two organizations won their state quality awards as a direct result of applying these principles and tools. You can reasonably expect results of at least 5-to-1 returns on investment (ROI) from strategic initiatives and key projects using these methods.

Early bird (before 10/21/05) registration for this session is \$170 (\$125 for members); standard registration is \$195 (\$150 for members). Teams of three or more registering before 10/21/05 are \$145 each (or \$95 for members).

The second session, **"THE 12 VOICES OF THE CUSTOMER,"** will be held November 10 from 8:30am-5:00pm. This humorous, high-content workshop interactively shows you how to uncover what customers care most about. Customers often don't tell you their highest priorities, yet they'll hold you accountable for knowing and satisfying them. This session builds mind-readers. It will significantly enhance your Six Sigma initiative, satisfaction surveys, innovation, and other efforts to enhance business growth and competitive position.

This workshop will address our fatal assumptions about 1) how to segment customers, 2) what questions to ask, 3) how to prioritize their answers, and 4) how to translate squishy perceptions into tangible design criteria.

Early bird registration for this session is \$350 (\$250 for members); standard registration is \$395 (\$295 for members). Teams of three or more registering before 10/21/05 are \$295 each (or \$195 for members).

These sessions are intended for executives, managers, change agents, Six Sigma practitioners, and project teams. You will gain fresh insights on how to uncover and satisfy customer priorities, from both a strategic and operations perspective.

Register BY OCTOBER 21 for the early bird discount by calling 800-729-1468. For detailed course descriptions and registration information, please go to each course listing shown at <http://www.imtc3.com/events/UpcomingEvents.cfm>. The location for both sessions will be announced shortly (will be in the Twin Cities Metro).

We look forward to hearing from you,

Brian Lassiter

President, MN Council for Quality
www.councilforquality.org

GAIN RECOGNITION-BECOME A SENIOR ASQ MEMBER

Demonstrate your professional growth and accomplishments in the quality profession by becoming an ASQ Senior Member. You will receive recognition from ASQ, additional benefits, and the opportunity of being nominated to the grade of Fellow Member. Just complete an application and send it to your Section Examining Chair for approval.

Access the application by clicking >senior.pdf at <http://www.asqnet.org/members/leadership/index.html>

**Beyond Empowerment
The Cultural Change By Leaders & Those They Lead**

Bill Harreld, Owner/Founder of Quality Culture Institute

**Tuesday, November 1, 2005
7:30 to 9:00a.m.**

Location:

University Center Rochester, Coffman Building, Room CF206-208

This breakfast program is the perfect session for Executives, Senior Leaders, Management and those aspiring to leadership positions; this session is a must! Bill has successfully delivered this program both nationally and internationally.

Session take aways include:

- * Understanding of "Leadership" in the Baldrige framework and Common Values
- * The dynamics and changes in Leadership in the 21st century
- * High performance leadership - how to
- * Participate in a "mini" workshop - analysis and direction
- * What, where and when to focus
- * What to measure
- * Actions for improvement
- * A launching pad for improvement

This session is condensed, concise and a hard hitting refresher on leadership today and in the future. Don't miss it. You owe it to yourself, your colleagues, your customers, and your staff!

Program Costs:

Member	\$10
Non-Member	\$20

Why English Can Be a Challenge

accept: receive
except: exclude

adapt: adjust
adept: proficient

adverse: opposed
averse: not interested

affect: change, influence
effect: (v) to bring about (n) result, impression



FARIBAULT • MANKATO

**Fall Semester 2005 ♦ Customized Training
Quality & Performance Improvement Courses
in partnership with
American Society for Quality – Hiawatha
Section 1214**

Faribault Campus

COURSE ID	COURSE NUMBER	COURSE NAME	DATES	DAY	TIME	TOTAL HOURS	INSTRUCTOR	TUITION
Quality Skill Development Workshops								
001215	CTTQ8402	Setting Up An Internal Training Website	9/13-9/15/05	TWH	8a-12n	12	L Anderson	\$295
001210	CTTQ8006	Introduction to Quality	9/28-9/29/05	WH	8a-4:30p	16	Moorhouse	\$370
001209	CTTQ8069	Lean Thinking	10/4/05	T	8a-4:30p	8	L Anderson	\$235
001214	CTTQ8025	Technical Writing for the Quality Professional	10/11/05	T	9a-12n	3	G Wolf	\$65
001207	CTTQ8063	Understanding & Implementing ISO 9001:2000	10/19/05	W	8a-4:30p	8	Moorhouse	\$235
001208	CTTQ8062	Internal Auditor Skills	10/20/05	H	8a-4:30p	8	Moorhouse	\$235
001211	CTTQ8212	Process Control	10/25/05	T	8a-12n	4	Moorhouse	\$95
001216	CTTQ8035	Introduction to Six Sigma	11/8/05	T	8a-4:30p	8	Mize	\$255
001217	CTTQ8403	Six Sigma Tools & Analysis Using Microsoft Excel	12/8-12/9/05	HF	8a-4:30p	16	Mize	\$390
001212	CTTQ8209	Project Management	12/13/05	T	8a-4:30p	8	Moorhouse	\$235
001213	CTTQ8401	Microsoft Project 2003	12/14/05	W	8a-4:30p	8	L Anderson	\$235
Certification Review Classes								
001219	CTTQ8009	Certified Quality Technician (CQT) Review	9/12-10/17/05	M	6-9 p	18	Glassel (ITV)	\$300
001220	CTTQ8078	Certified Mechanical Inspector (CMI) Review	9/12-10/10/05	M	6-9 p	15	Glassel (ITV)	\$250
001222	CTTQ8024	Certified HACCP Auditor (CHA) Review	9/28-10/19/05	W	5:30-8:30p	12	Mayer	\$200
001221	CTTQ8038	Certified Calibration Technician (CCT) Review	10/24-11/21/05	M	6-9 p	15	Glassel (ITV)	\$250
001218	CTTQ8018	Certified Quality Improvement Associate (CQIA) Review	10/25-11/22/05	T	6-9 p	15	Wolf	\$250

Mankato Campus

COURSE ID	COURSE NUMBER	COURSE NAME	DATES	DAY	TIME	TOTAL HOURS	INSTRUCTOR	TUITION
Quality Skill Development Workshops								
001225	CTTQ8069	Lean Thinking	10/5/05	W	8a-4:30p	8	L Anderson	\$235
001226	CTTQ8081	Problem Solving Tools & Methods	11/08/05	T	8a-4:30p	8	Moorhouse	\$235
001229	CTTQ8208	ISO, Continual Improvement & Management Responsibilities	11/22/05	T	8a-12n	4	Moorhouse	\$95
001223	CTTQ8063	Understanding & Implementing ISO 9001:2000	11/30/05	W	8a-4:30p	8	Moorhouse	\$235
001224	CTTQ8062	Internal Auditor Skills	12/01/05	H	8a-4:30p	8	Moorhouse	\$235
001227	CTTQ8209	Project Management	12/6/05	T	8a-4:30p	8	Moorhouse	\$235
001228	CTTQ8401	Microsoft Project 2003	12/7/05	H	8a-4:30p	8	L Anderson	\$235
Certification Review Classes								
001219	CTTQ8009	Certified Quality Technician (CQT) Review	9/12-10/17/05	M	6-9 p	18	Glassel (ITV)	\$300
001220	CTTQ8078	Certified Mechanical Inspector (CMI) Review	9/12-10/10/05	M	6-9 p	15	Glassel (ITV)	\$250
001221	CTTQ8038	Certified Calibration Technician (CCT) Review	10/24-11/21/05	M	6-9 p	15	Glassel (ITV)	\$250

Certification Schedule

Effective April 1, 2005

Contact our Certification Chair, Lee Anderson, at 612-963-2399 or lee.anderson@bevcomm.net for information on Certification Exams or Certification Review classes.

2005 Certification Exam Dates & Application Deadlines		
Certification	Exam Date	Application Deadline
CSQE, CQIA, CCT, CQE, CQA	December 3, 2005	(note change) October 21, 2005

CQE = Certified Quality Engineer

CQA = Certified Quality Auditor

CQM = Certified Quality Manager

CRE = Certified Reliability Engineer

CQIA = Certified Quality Improvement Associate

CHA = Hazard Analysis & Critical Control Point (HACCP) Auditor

SQE = Certified Software Quality Engineer

CQT = Certified Quality Technician

CMI = Certified Mechanical Inspector

CCT = Certified Calibration Technician

CSSBB = Certified Six Sigma Black Belt

Certification Fees

New Exam Fees – 2005

	Member	Non-Member
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	

Re-Certification Fees

Quantity of Certifications

	Member	Non-Member
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.

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.

Two exam sites available in 1214:

You can now choose between Owatonna OR Hutchinson

In October 2004, Hiawatha Section 1214 arranged to have a site in Hutchinson, Minnesota approved as an official ASQ certification exam site. Contact Lee Anderson @ 612-963-2399 for instructions before registering.

ASQ Section Leadership Committee - 2005/2006

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
John Moorhouse Northstar Quality, Inc. 45526 Linda Lane Kilkenny, MN 56052	Email: john@northstarquality.com Phone: 507-279-3513	Vice Chairperson Internet Liaison (Web Master)
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
Tanya Walters Sur-Modics 9924 West 74 th St Eden Prairie, MN 55344	Email: twalters@surmodics.com Phone : 952-278-2607 Fax: 952-829-2743	Membership Chair
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 Historian
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