



# November 2007

### 2007-08 Section Dinner Meetings:

Unless noted, Section Meetings are held at Cabela's in Owatonna.  
Registration at 5:30 PM  
Dinner at 5:45 PM  
Program at 7:00 PM

- ⇒ September 13, 2007 – Calibration – Tour of North Star Calibration
- ⇒ October 11, 2007 – LEAN – Charles Skinner
- ⇒ **November 8, 2007 – Tim Schweizer, Ph.D from Luther College will speak on TRIZ**
- ⇒ December 13, 2007 – Member Appreciation - Kit Welchlin: Communication Across the Generations at Work: Traditionals, Boomers, Xers, and the Millennials
- ⇒ January 10, 2008 – meeting with APICS, our turn to host
- ⇒ February 14, 2008 – tbd
- ⇒ March 13, 2008 – tbd
- ⇒ March ??, 2008 – tbd
- ⇒ April 16, 2008 – Seminar
- ⇒ May 8, 2008 – tbd

November Sponsor:



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### **Section 1214 Partners in Quality**

- South Central College [www.southcentral.edu](http://www.southcentral.edu)
- APICS – Southern Minnesota Chapter [www.apicssomn.org](http://www.apicssomn.org)
- ASQ Winona-La Crosse Section 1216 [www.asq1216.org](http://www.asq1216.org)
- Rochester Area Quality Council [www.raqc.com](http://www.raqc.com)
- Minnesota Council for Quality [www.councilforquality.org](http://www.councilforquality.org)
- Southern MN Chapter of SME.  
<http://chapters.sme.org/162/homepage.htm>

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

## This Month's Sponsor Profile

2005 - 2006  
Company  
Sponsors

August  
OPEN

September  
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November  
Malt - O -  
Meal

December  
Northstar  
Calibration, Inc.

January  
Fleetguard, Inc.

February  
Wenger

March  
Truth Hardware

April  
Kato Engineering

May  
OPEN

June  
OPEN

July  
Northstar  
Quality, Inc.



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.

We currently have several months available. If you think your company would like one of these spots, call John Moorhouse at 507-279-3513 or email him at [john@northstarquality.com](mailto:john@northstarquality.com).

## ***November Section Meeting Program***

**Topic:** ***TRIZ: The Theory of Inventive Problem Solving,***

***Dr. Tim Schweizer***

**Location:** Cabela's, I-35 north of **Owatonna** (Upstairs and to the right in the conference center)

**Date:** November 8th 2007 (Thursday)

**Schedule:** 5:30pm – Registration & Networking

5:45 – Meal

6:45 - Program:

**Menu:** Baked ham, potatoes au gratin, vegetable, salad, rolls and beverage

**Cost:** \$20 (cost of dinner)

**Registration:**

Please contact Lee Anderson [Leeander50@mac.com](mailto:Leeander50@mac.com) by Monday, November 5, 2007

The November Section program will provide an introduction to TRIZ, The Theory of Inventive Problem Solving. In the past decade, the use of TRIZ has exploded as organizations realized the need to adopt a structured approach to innovation and problem solving. Today TRIZ is has become the global standard for innovation. Firms such Samsung, Intel, Procter and Gamble, Boeing Company, and Hewlett Packard use TRIZ to drive innovation. Common applications of TRIZ include problem solving, new product development, forecasting product evolution, intellectual property issues (breaking patents, erecting patent fences), and preventing unwanted outcomes/scenarios from occurring in the first place. Companies have found that TRIZ complements their Six Sigma and Lean initiatives.

TRIZ is the Russian acronym for the English equivalent of TIPS which stands for "Theory of Inventive Problem Solving". Essence of TRIZ:

Recognition that technical systems evolve towards the increase of ideality by overcoming contradictions mostly with minimal introduction of resources. Thus, for creative problem solving, TRIZ provides a dialectic way of thinking, i.e., to understand the problem as a system, to image the ideal solution first, and to solve contradictions.

Dr. Tim Schweizer is a frequent speaker to organizations that are exploring innovation efforts, but need guidance understanding the innovation landscape. He is the inventor of the term "Change Compression." Dr. Schweizer is a certified trainer in the Six Thinking Hats and Lateral Thinking. He is also part of the global TRIZ community. His network includes scientists, TRIZ experts, industry specialists, entrepreneurs, de Bono certified trainers, CPS specialists, and open source ecosystem experts. He works with leading thought leaders in innovation, creativity, intelligence/counterintelligence, systems thinking, and change management. Dr. Schweizer teaches courses in Creativity and Innovation at Luther College. He also serves as a Visiting Lecturer for the Master of Arts in Creativity and Innovation at the University of Malta. He holds a Ph.D. in Business Administration and an MBA from the University of Arkansas. He earned his B.A. in Management from Luther College.



Hiawatha  
Section 1214

Serving Southern Minnesota and Northern Iowa



Fall 2007 ♦ Customized Training  
Quality & Performance Improvement Courses

**South Central College – Faribault Campus**  
1225 3rd Street SW, Faribault MN 55021 ♦ 507/332-5800

COURSE ID	COURSE NAME	DATES	DAY	TIME	TOTAL HRS	TUITION
000754	Understanding & Implementing ISO 9001:2000	7/25/07	W	8a-4:30p	8	\$235
000755	Internal Auditor Skills	7/26/07	H	8a-4:30p	8	\$235
000951	Quality Principles, Methods & Applications	10/10-10/11/07	WH	8a-4:30p	16	\$370
000952	Basic Geometric Dimensioning & Tolerancing	10/16/07	T	8a-12n	4	\$125
000953	Applying SPC & Statistical Tools	10/29/07	M	8a-4:30p	8	\$235
000954	Understanding & Implementing ISO 9001:2000	11/28/07	W	8a-4:30p	8	\$235
000955	Internal Auditor Skills	11/29/07	H	8a-4:30p	8	\$235
000956	Electrostatic Discharge Basics	12/10/07	M	8a-4:30p	8	\$235
000957	Supplier Quality Management & Improvement	12/20/07	H	8a-4:30p	8	\$235

**Certification Review Courses**

000946	Certified Quality Inspector (CQI) Review	9/10-10/8/07	M	6-9 pm	15	\$250
000947	Certified Quality Technician (CQT) Review	9/10-10/15/07	M	6-9 pm	18	\$300
000948	Certified Manager of Quality/Organizational Excellence (CMQ/OE) Review	9/18-10/16/07	TH	6-9 pm	27	\$450
000949	Certified Quality Engineer (CQE) Review	10/1-11/26/07	M	6-9 pm	27	\$450
000950	Certified Quality Auditor (CQA) Review	10/31-11/28/07	W	5:30-8:30 pm	15	\$250

**South Central College – North Mankato Campus**  
1920 Lee Boulevard, North Mankato MN 56003 ♦ 507/389-7200

COURSE ID	COURSE NAME	DATES	DAY	TIME	TOTAL HRS	TUITION
000963	AIAG FMEA & Control Plans	9/27/07	H	8a-4:30p	8	\$235
000964	Calibration Processes	10/23/07	T	8a-12n	4	\$125
000965	Calibration of Dimensional Gages	10/23/07	T	1-5 p	4	\$125
000966	Gage Repair	10/24/07	W	8a-4:30p	8	\$235
<b>000967</b>	<b>8D Problem Solving Tools &amp; Methods</b>	<b>11/15/07</b>	<b>H</b>	<b>8a-4:30p</b>	<b>8</b>	<b>\$235</b>
000968	Management Review Process for ISO 9001	11/16/07	F	8a-12n	4	\$125

**Ridgewater College – Hutchinson Campus**  
2 Century Avenue SE, Hutchinson MN 55350 ♦ 320/587-3636

COURSE ID	COURSE NAME	DATES	DAY	TIME	TOTAL HRS	TUITION
000958	8D Problem Solving Tools & Methods	10/1/07	M	8a-4:30p	8	\$235
000959	Understanding & Implementing ISO 9001:2000	10/15/07	M	8a-4:30p	8	\$235
000960	Internal Auditor Skills	10/16/07	T	8a-4:30p	8	\$235
000961	Project Management	12/3/07	M	8a-4:30p	8	\$235
000962	Microsoft Project 2003	12/4/07	T	8a-4:30p	8	\$235

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 quality workshops/classes listed on this page.

**APICS Southern Minnesota Chapter • ASQ Minnesota Section 1203 • Minnesota Council for Quality Southern MN Society of Manufacturing Engineers (SME) SE Minnesota Chapter 162**

For more information, contact the Faribault Campus of South Central College:  
Brian Knutson ♦ 507/332-5874 ♦ [brian.knutson@southcentral.edu](mailto:brian.knutson@southcentral.edu)  
Laura Hardy ♦ 507/332-5802 ♦ [laura.hardy@southcentral.edu](mailto:laura.hardy@southcentral.edu)

## ***CONSULTANT REFERRAL NETWORK***

Located at [www.consultantreferralnetwork.org](http://www.consultantreferralnetwork.org), the Consultant Referral Network is a dynamic, web-enabled search tool that connects organizational improvement experts to client organizations seeking them. This service allows clients to outline their needs in terms of subject matter expertise sought, type of assistance desired (consulting, training, coaching, speaking, or facilitating), sector/industry expertise required, size of consulting firm desired, desired location of consulting firm, and years of experience preferred. The client can also weight the relative importance of each variable. The tool will then identify up to five consultants or firms that best match the client's needs. This network is a product of the joint cooperation of The Minnesota Council for Quality, the Michigan Quality Council, the Ohio Partnership for Excellence, and the Wisconsin Forward Award

“This service is extremely unique,” says Brian Lassiter, president of the Minnesota Council for Quality. “A few consultant directories exist, but this is the only tool to my knowledge that allows a client organization to search for consultants based on their specific needs. In this way, the Consultant Referral Network can much more effectively connect experts with organizations in need of assistance, where the two parties likely would not have otherwise found each other.” Organizations access this service throughout the year, seeking various subject matter experts that fit their requirements.

There is no charge for organizations to use this tool to search for consultants. “We hope to create awareness and encourage organizations to use this tool, because the more clients that find value in the service, the more valuable it becomes for consultants to list in it. And the more consultants who register, the more valuable the tool is for clients, because searches are from a broader base of expertise and capabilities.”

“Consultants, too, will benefit from the service,” adds Geri Markley, Executive Director for the Michigan Quality Council. “The service offers a potential channel of leads and a legitimate mechanism to create market awareness for the consultant's services and capabilities. It is independent and unbiased – which makes it credible and fair. And it is reasonably priced for consultants to get listed.”

Consultants pay a small fee for this service, and the pricing is flexible so the consultant can choose what best matches their needs – a higher up-front listing fee with lower subsequent referral fees for projects secured through the service, or a lower up-front listing fee with higher referral fees.

Consultants are also asked to agree to a Statement of Ethics as a prerequisite for being listed, which attempts to ensure a basic level of integrity with the firms that are listed. Once they complete the form and pay their listing fee, consultants await inquiries from organizational clients.

“This service provides a win-win-win,” says Lassiter. “The organizations win because they can more efficiently locate organizational improvement resources to help them advance improvement efforts in their operations. The consultants win because they may now get connected with organizations interested in their services. And the state quality programs win because we are offering a valuable service to stakeholders in our states.”

# Certification Schedule

	Exam Date	Application Deadline
<a href="#"><u>Biomedical Auditor</u></a>	October 20, 2007	August 17, 2007
	March 1, 2008	<b>January 11, 2008</b>
<a href="#"><u>Calibration Technician</u></a>	December 1, 2007	October 5, 2007
	June 7, 2008	April 4, 2008
<a href="#"><u>HACCP Auditor</u></a>	October 20, 2007	August 17, 2007
	March 1, 2008	<b>January 11, 2008</b>
<a href="#"><u>Manager of Quality/Organizational Excellence</u></a>	October 20, 2007	August 17, 2007
	March 1, 2008	<b>January 11, 2008</b>
<a href="#"><u>Quality Inspector</u></a>	October 20, 2007	August 17, 2007
	March 1, 2008	<b>January 11, 2008</b>
<a href="#"><u>Quality Auditor</u></a>	December 1, 2007	October 5, 2007
	June 7, 2008	April 4, 2008
<a href="#"><u>Quality Engineer</u></a>	December 1, 2007	October 5, 2007
	June 7, 2008	April 4, 2008
<a href="#"><u>Quality Improvement Associate</u></a>	December 1, 2007	October 5, 2007
	June 7, 2008	April 4, 2008
<a href="#"><u>Quality Process Analyst</u></a>	December 1, 2007	October 5, 2007
	June 7, 2008	April 4, 2008
<a href="#"><u>Quality Technician</u></a>	October 20, 2007	August 17, 2007
	March 1, 2008	<b>January 11, 2008</b>
<a href="#"><u>Reliability Engineer</u></a>	October 20, 2007	August 17, 2007
	March 1, 2008	<b>January 11, 2008</b>
	October 20, 2007	August 17, 2007
	March 1, 2008	<b>January 11, 2008</b>
	December 1, 2007	October 5, 2007
	June 7, 2008	April 4, 2008
<a href="#"><u>Software Quality Engineer</u></a>	December 1, 2007	October 5, 2007
	June 7, 2008	April 4, 2008

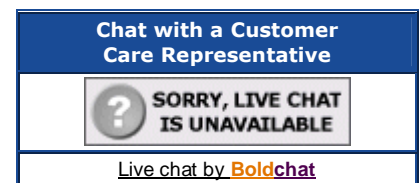
**Exam Site Registration (2 sites available)**

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
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- Fax to 414-272-1734.

**Sustaining Members**

Sustaining Members and their employees will receive member pricing 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>	\$360	<b>\$210</b>
<a href="#">Calibration Technician - CCT</a>	\$305**	<b>\$155</b>
<a href="#">HACCP Auditor - CHA</a>	\$360	<b>\$210</b>
<a href="#">Manager of Quality/Organizational Excellence - CMQ/OE</a>	\$420	<b>\$270</b>
<a href="#">Quality Inspector - CQI</a>	\$305	<b>\$155</b>
<a href="#">Quality Auditor - CQA</a>	\$360	<b>\$210</b>
<a href="#">Quality Engineer - CQE</a>	\$360	<b>\$210</b>
<a href="#">Quality Improvement Associate - CQIA</a>	\$305	<b>\$155</b>
<a href="#">Quality Process Analyst - CQPA</a>	\$305	<b>\$155</b>
<a href="#">Quality Technician - CQT</a>	\$305	<b>\$155</b>
<a href="#">Reliability Engineer - CRE</a>	\$360	<b>\$210</b>
<a href="#">Six Sigma Black Belt - CSSBB</a>	\$390	<b>\$240</b>
<a href="#">Six Sigma Green Belt - CSSGB</a>	\$305	<b>\$155</b>
<a href="#">Software Quality Engineer - CSQE</a>	\$360	<b>\$210</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.

## ASQ Section Leadership Committee - 2007/2008

Name	Contact Information	Committee Position
Lee Anderson Partners for Change PO Box 293 Owatonna, MN 55060	Email: <a href="mailto:Leeander50@mac.com">Leeander50@mac.com</a> Phone: 612-963-2399	Chairperson
John Moorhouse Northstar Quality, Inc. 45526 Linda Lane Kilkenny, MN 56052	Email: <a href="mailto:john@northstarquality.com">john@northstarquality.com</a> Phone: 507-279-3513	Vice Chairperson
Lorraine Morris Advanced Components Tech, Inc. 91 16th Street South P.O.Box 168, Northwood, IA 50459	Email: <a href="mailto:lmorris@goact.net">lmorris@goact.net</a> Phone : 641-324-4262 Fax: 641-324-3170	Secretary
Minnie Dunbar Fleetguard Inc. 311 North Park, Lake Mills, IA 50450	<a href="mailto:Minnie.dunbar@cummins.com">Minnie.dunbar@cummins.com</a> Phone: 641-592-7395 Fax: 641-592-1315	Treasurer Historian
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Russell Scheller Kato Engineering PO Box 8447 2075 Howard Drive, Mankato, MN 56003	Email: <a href="mailto:Russell.Scheller@LSUSA.com">Russell.Scheller@LSUSA.com</a> Phone : 507-345-2720 Fax: 507-345-2809	Program Chair Seminar Chair
Bill Harris Holm Industries PO Box 187 2523 South Bridge St, New Ulm, MN 56073	Email: <a href="mailto:bharris@holmindustries.com">bharris@holmindustries.com</a> Phone: 507-354-3191 Fax: 507-354-3193	Newsletter Editor Audit Chair