



Hiawatha
Section 1214

Serving Southern Minnesota and Northern Iowa

Serving Our Members Since 1984

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



November 2009

Section 1214 Member Meeting – Nov 12th

Topic: DMAIC at Hormel Foods Corporation

Speaker: Steven P. Borgerding
Six Sigma Project Manager



This month's presentation will explore Hormel Food's history and its use of continuous improvement as directed by its founder, George Hormel. Steven will also speak on the Quality Improvement Process Initiative (QIP) which kicked off in 1986 and then will discuss the use of the DMAIC methodology to reinvigorate their improved Continuous Improvement Process.

Steven is a Minnesota native and has a bachelor's degree from Minnesota State University Mankato and a MBA from University of St. Thomas. He is currently one test away from Certified Managerial Accountant (CMA) designation. His career started in banking and then moved to the other side of the desk working as a financial analyst for Apogee Enterprises (Viracon, Tru Vue, Harmon). Steven received six sigma training at Apogee and conducted black belt projects at the corporate office, as well as, plant projects at Viracon and Tru Vue.

He is currently a Six Sigma Project Manager at Hormel Foods in Austin, MN focusing on transactional projects.

Location: Cabelas, Owatonna
Date: Thursday, November 12th
Cost: \$20
Registration: Email Lorraine Morris at lmorris@goact.net by **Monday, Nov. 9th**

Registration at 5:30 pm
Dinner at 5:45 pm
Program at 6:30 pm

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 1, 2010 – Joint meeting with Mankato Area Quality Council
- ✓ April 2010 – Annual Seminar
- ✓ 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.

November Highlights

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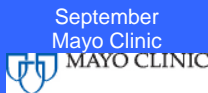
Check out our updated website:

www.asq1214.org



Sponsors

June/July/August
OPEN



October
QC Inspection Services



November
Malt - O - Meal



December
Northstar Calibration, Inc.



January
South Central College



February
Wenger



March
Bureau Veritas



April
OPEN

May
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 fourth largest cereal manufacturer, supplies a full line of branded bagged cereals and private label cereals to the grocery industry. Malt-O-Meal currently produces over 30 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.

**Fall Semester 2009 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
000924	Introduction to Lean Application	10/1/09	H	8a-4:30p	8	\$235
000925	Understanding & Implementing ISO 9001	10/6/09	T	8a-4:30p	8	\$235
000926	Internal Auditor Skills	10/7/09	W	8a-4:30p	8	\$235
000927	Problem Solving Tools & Methods	10/27/09	T	8a-4:30p	8	\$235
000928	Blueprint Reading	11/17-18/09	TW	5:30-9:30p	8	\$235
000929	Project Management	11/19/09	H	8a-4:30p	8	\$235
000931	Calibration Processes	12/2/09	W	8a-12n	4	\$125
000932	Calibration of Dimensional Gages	12/2/09	W	12:30-4:30p	4	\$125
000933	Gage Repair	12/3/09	H	8a-4:30p	8	\$235
000930	Introduction to Quality	12/15-16/09	TW	8a-4:30p	16	\$445

Certification Review Courses

001028	Certified Quality Technician (CQT) Review	9/9-10/14/09	W	6-9 pm	18	\$300
001029	Certified Manager of Quality/Organizational Excellence (CMQ/OE) Review	9/15-10/13/09	TH	6-9 pm	27	\$450
001030	Certified Quality Engineer (CQE) Review	9/30-12/2/09	W	6-9 pm	27	\$450
001031	Certified Quality Auditor (CQA) Review	10/29-12/3/09	H	5:30-8:30 pm	15	\$250
001032	Certified Calibration Technician (CCT) Review	11/3-12/1/09	T	6-9 pm	15	\$250

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

COURSE ID	COURSE NAME	DATES	DAY	TIME	TOTAL HOURS	TUITION
000934	Introduction to Quality	10/13-14/09	TW	8a-4:30p	16	\$445
000935	Project Management	10/20/09	T	8a-4:30p	8	\$235
000936	Supplier Quality Management & Improvement	11/5/09	H	8a-4:30p	8	\$235
000937	Problem Solving Tools & Methods	11/18/09	W	8a-4:30p	8	\$235
000938	Introduction to Lean Application	12/1/09	T	8a-4:30p	8	\$235
000939	Understanding & Implementing ISO 9001	12/2/09	W	8a-4:30p	8	\$235
000940	Internal Auditor Skills	12/3/09	H	8a-4:30p	8	\$235

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



Dr. John Fechter (pictured to the left)
Lisa and Judy chuckle about the cookie example. (pictured above)
ASQ members listened intently as Dr. Fechter explained the language of things and the language of money. (pictured below)



The Economics of Quality October 8th, 2009

A lively presentation was given by Dr. John Fechter at our November meeting. His examples and demonstrations drove home the point of Start, Stop, Keep when using quality metrics.

New Web Design Unveiled

Thanks to our web master, John Rollins, we now have an updated web page, same web address, just a new stream lined design. Please look it over and even though it's still being tweaked let us know what you think. Take the survey listed under Surveys and Polls on the left.



- Welcome!
- Calendar
- Workshops
- Membership
- Newsletters
- Media
- Employment
- Surveys & Polls
- SLC Committee
- Local Partners
- Register Online
- Contact Us
- Sponsorship

November Presentation

Hormel DMAIC Process

[Steven P. Borgerding](#)
[Six Sigma Project Manager](#)
[Hormel Foods Inc.](#)

Thursday November 12th. 5:30p

[Cabela's Store Conference Room,](#)
[Owatonna MN](#)

Our Current Newsletter



[Click here](#)

[View Past Newsletters](#)

[Contact newsletters chair](#)

 Join the conversation

Welcome to the Hiawatha Section 1214.

We are made up of professionals throughout southern Minnesota and northern Iowa area dedicated to the promotion of quality practices and continual improvement activities. New members are always welcome. Please contact [Membership](#) for more information.

Sponsored this month by:



[Check out our other sponsors](#)

We have our monthly events the 2nd Thursday of each month, and our leadership committee meetings the 3rd Thursday of each month, we welcome you to attend.

Connect with us...   

 SHARE    ...

Minnesota Council for Quality

Upcoming Events

The M-Factor: Why the Millennial Generation is Rocking the Workplace -- MNODN 11/3

The MNODN, an affiliate partner of the MN Council for Quality, is pleased to announce its next monthly program: "The M-Factor: Why the Millennial Generation is Rocking the Workplace," featuring Seth Mattison of BridgeWorks.

American business is in the early stages of being rocked by the arrival of a new and powerful generation. Millennials (born 1982 to 2000)—the first generation to rival Baby Boomers in population size—are showing up at work with their own set of attitudes, expectations and values. Techno-savvy, demanding and ambitious, they're bringing with them an entirely new way of doing business. How prepared will Gen Xers, Baby Boomers and Traditionalists be to manage them? The M-Factor offers strategies for recruiting, retaining and motivating this influential new work force. Companies that are forewarned and forearmed will reap the rewards of the Millennial generation's talents, creative and pragmatic approach to the world of work.

The session is \$20 for members (\$25 for non-members) and will be held from 4:00-6:30 on Nov 3 at St. Thomas, MOH Room 252. For more information or to register, visit <http://www.mnodn.org/Default.aspx?pageId=309832&eventId=84597&EventViewMode=EventDetails>.

Self-Defeating Habits of Otherwise Brilliant People -- 11/4 (Rochester)

Workplace conflict is a commonly overlooked but costly phenomenon in business (perhaps more significantly today, as employees are asked to do more and more with less and less). But indeed frustrated leaders and employees can avoid the behaviors that fuel destructive disagreements rather than wasting profits and time resolving them.

The Minnesota Council for Quality and our affiliate the Rochester Area Quality Council are pleased to announce a special full-day workshop: "Self-Defeating Habits of Otherwise Brilliant People: **Pulling Together When Things Fall Apart.**" The workshop will be held November 4 in Rochester, and will be facilitated by Anna Maravelas, founder of Thera Rising (Thera is Greek, meaning "to heal").

An expert in workplace conflict resolution and a devotee of Deming, Maravelas will share how to create emotionally resilient teams, avoid risk factors for heart disease and depression, eliminate five root causes of simmering hostilities, and maintain your integrity by sidestepping invitations to blame. Rather than undermining relationships by "searching for stupidity," Maravelas introduces techniques for avoiding blame and self-righteous indignation and focusing on the true causes of workplace inefficiency and waste.

Learn how to turn workgroups away from incivility toward collaboration, skilled communication and respect. Discover how leaders can short-circuit blame and resentment—reactions that derail even the best people and projects. These strategies last a lifetime. CEOs, executives, and front-line employees rave about these techniques in their professional *and* personal lives.

Thera Rising has an international reputation, in workplace conflict resolution, team building and leadership development. The founder, Anna Maravelas is the author of, "How to Reduce Workplace Conflict and Stress" (Career Press) which readers rate a five-star "must read" on Amazon.com. Anna's work has been published in the *NY Times*, *Oprah Magazine*, and MSNBC. More information on Thera Rising can be found at <http://www.therarising.com/>.

Speaker: Anna Maravelas, founder of Thera Rising
Dates: Wed, Nov 4 (Rochester)

Time: 7:30 Registration, networking, breakfast; 8:00-4:00 Program

Cost: \$200 members; \$300 members of partner organizations; \$400 non-members

Workshops sold out last year and had nearly 100% attendee satisfaction – don't miss this valuable program!!
Space is limited.

For more information, visit <http://www.councilforquality.org/specialevent3.cfm>.

Please register by emailing brian.lassiter@councilforquality.org your name, organizational affiliation, and email address – and which session you prefer.

Customer Service: It Matters to You, It Matters to Us -- RAQC 11/10 (Rochester)

The business model for the newspaper industry and for media companies generally are changing rapidly. Learn how a local newspaper in the age developed a commitment to customer service, continuous improvement and serving the community.

The Rochester Area Quality Council, an affiliate of the Minnesota Council for Quality, is pleased to announce their Nov 10 program "Customer Service: It Matters to You, It Matters to Us." The session will be led by Randy Chapman, Jay Furst, and Todd Heroff, all of the Post-Bulletin.

Program Take Aways:

- How a quality customer service process can be adapted to fit your business: Listening to what your customers are saying and changing to fit their needs
- Strategies for finding new customers and reinvesting at a time of economic stress: Diversifying
- How continuous improvement is built into our customer service processes: Measurements

The session is Oct 13 from 7:45-9:00 at RCTC. Learn how the Post-Bulletin developed its reader driven orientation. Space is limited. Please register by contacting Jennifer Burmeister before Oct 9 at jennifer.burmeister@councilforquality.org or 507-213-8132.

Career Development Tip from ASQ Weekly

Career Development Tip: Starting a job search in this economy can be very daunting, especially when you've been with a company for 10, 20, or even 30 years. To top that off, job searching is not anything like it used to be. Read "[7 Mistakes Job-Seekers Over 50 Make](#)" to learn what "not" to do if you find yourself starting over.



Section 1218 Fall Conference

November 17th and 18th – Wausau, WI

ASQ and Wisconsin Forward Award are excited to bring three thought-provoking, content-rich, and interactive workshops to you in Central Wisconsin. Become an Early Bird **by October 27** and your seat is guaranteed at a great price. This Leadership in Excellence and Innovation program is presented by Robin Lawton, best-selling author and internationally-known consultant to world-class leaders in industry, healthcare and government. Rob is an engaging, #1 ranked speaker you can't afford to miss if business growth, customer insights, innovation and practical new tools matter to you. Attend one or all three sessions:

- November 17, Noon-4:30pm. **8 Dimensions of Excellence:** how to aligning strategy & measures with customer priorities
- November 17, 6-9pm. **Innovation Versus Stuff that Sucks:** the roadmap to WOW!
- November 18, 8am-5pm. **The 12 Voices of the Customer:** how to uncover, translate, measure and deliver what customers want

The first session, **8 Dimensions of Excellence**, brings you strategic thinking applied to everyday work, relevant for the 21st century. How would you feel to discover your car engine was only running on one or two of its eight cylinders? Whether your version of a car is an entire 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 how to get all 8 cylinders working together like you never thought possible.

Learn 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 MBNQA-based 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.

The second session, **Innovation Versus Stuff that Sucks**, recognizes your amazing gift as a customer: 20/20 vision. You know that opening a new CD without breaking the case requires surgical skills and dangerous tools. That sucks! Yet opening a package of Wrigley's spearmint gum requires no tools, no NASA experience and no time: bliss. Such elegant simplicity of design is surely just a fluke. Ditto for iPods, iTunes and Apple's dominant market position. Hmm...maybe there's a principle at work here. Of course, this only matters if you want your own customers to think about your products and services with great fondness. Attend this session and find out ways to do that!

Just reading the newspaper illustrates how critical it is to attend **The 12 Voices of the Customer**. Did you see the story of the car company executive who thought customers said they wanted bigger gas tanks? What they really wanted was to be able to run farther with less gas. His mistake was a big part of why the firm lost 40% of its market value in six years, before the 2009 crash! This humorous, high-content workshop interactively show you how to get inside the mind of your customers and uncover what they care most about. Customers often don't tell you their highest priorities, yet they'll hold you accountable for knowing and satisfying them. This program builds mind-readers. Significantly enhance

your Six Sigma initiative, satisfaction surveys, innovation, and other efforts to enhance business growth and competitive position.

This workshop will address common but fatal assumptions about (1) the value of surveys, (2) what truly drives satisfaction, (3) the three questions that always uncover wants and needs, (4) how to prioritize their answers, and (5) how to translate squishy perceptions into objectives measures and tangible product/service design criteria and much more. Teams attending this session receive a complimentary autographed copy of Mr. Lawton's best-selling book ***Creating a Customer-Centered Culture: Leadership in Quality, Innovation and Speed***, (5-star rated on amazon.com), **Attendance at the first session is required.**

Rob's work with industry, healthcare and government for the past 30 years has made him an internationally recognized expert on voice-of-the-customer, excellence in design/innovation with special emphasis on application in the 21st century non-widgit knowledge world. Organizations have repeatedly experienced over 5-to-1 returns on their improvement efforts, won their state Baldrige Awards and achieved other recognition as a direct result of using his methods. Here is what other participants have said about the principles and tools covered in this program:

- "Excellent program! This ... challenged me to make a mind shift to apply the customer-centered thinking in my work. The emphasis on creative, divergent thinking may be the key to our success in the next ten years." AVP, American Honda
- "We reduced cycle time by 80%, saved over \$20 million in the first two years and moved from middle of the pack to #1 of 50 agencies of our kind in the country on satisfaction." Governor's Office
- "This approach is the most effective model I have seen in my 15 years in management." Director, Lawrence Livermore National Laboratory
- ""It is funny that, instead of these ideas slowly fading away as often can happen after a course, they are making more and more sense. You have essentially changed the whole way I approach everything I do! And I am enjoying my job more as a result." Stephanie Easthope, Organizational Excellence, Wolters Kluwer Health, Pharma Solutions
- "Number 1 of 88 speakers." ASQ, Milwaukee

Mr. Lawton is more than the top "quality guru", as named by Quality Progress magazine. He uses an interactive and humorous style to present truly new material. If your objectives are to grow your business, uncover the voice of the customer, improve productivity and create innovative products and services customers love, attend one or all three sessions.

Early Bird registration **by October 27** with at least two colleagues saves you a bunch. Please go to <http://www.imtc3.com/events/UpcomingEvents.cfm> for registration and more information on these sessions. For personalized answers, please call Mr. Lawton's office at 800-729-1468.

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.

***Directions and hotel information will be provided with the registration confirmation. To register, please go to <http://www.imtc3.com/events/UpcomingEvents.cfm>

Food Drug & Cosmetic Division Presentation available for viewing on 1214 webpage

Go to our webpage www.asq1214.org to view a presentation of the overview of the Food, Drug & Cosmetic Division as presented by Ross W. Jabaay ASQ CHA, Senior Director, Food Safety & Quality. For more information on this contact Ross at the following address:

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Nevada, Iowa 50201
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ASQ Certification Schedule: 2009-2010

	Exam Date	Application Deadline	Late Application Fee (\$50) Deadline
<u>Biomedical Auditor</u>	October 17, 2009	August 21, 2009	September 2, 2009
	March 6, 2010	January 15, 2010	January 20, 2010
	October 2, 2010	August 6, 2010	August 18, 2010
<u>Calibration Technician</u>	December 5, 2009	October 16, 2009	October 21, 2009
	June 5, 2010	April 16, 2010	April 21, 2010
	December 4, 2010	October 15, 2010	October 20, 2010
<u>HACCP Auditor</u>	October 17, 2009	August 21, 2009	September 2, 2009
	March 6, 2010	January 15, 2010	January 20, 2010
	October 2, 2010	August 6, 2010	August 18, 2010
<u>Manager of Quality/ Organizational Excellence</u>	October 14, 2009 Long Beach, CA <u>Society of Women Engineers 2009 National Conference</u>	September 4, 2009	N/A
	October 17, 2009 Tucson, AZ <u>18th Annual Audit Conference</u>	September 4, 2009	N/A
	October 17, 2009	August 21, 2009	September 2, 2009
	November 8, 2009 Chicago, IL <u>International Conference for Software Quality</u>	October 2, 2009	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
	October 2, 2010	August 6, 2010	August 18, 2010
<u>Pharmaceutical GMP Professional</u>	December 5, 2009	October 16, 2009	October 21, 2009
	June 5, 2010	April 16, 2010	April 21, 2010
	December 4, 2010	October 15, 2010	October 20, 2010
<u>Quality Auditor</u>	October 4, 2009 Long Beach, CA	August 28, 2009	N/A

	18th Annual Service Quality Conference		
	October 17, 2009 Tucson, AZ 18th Annual Audit Conference	September 4, 2009	N/A
	November 8, 2009 Chicago, IL International Conference for Software Quality	October 2, 2009	N/A
	December 5, 2009	October 16, 2009	October 21, 2009
	March 6, 2010 New Orleans, LA 22nd Quality Management Conference	January 29, 2010	N/A
	June 5, 2010	April 16, 2010	April 21, 2010
	December 4, 2010	October 15, 2010	October 20, 2010
Quality Engineer	October 14, 2009 Long Beach, CA Society of Women Engineers 2009 National Conference	September 4, 2009	N/A
	October 17, 2009 Tucson, AZ 18th Annual Audit Conference	September 4, 2009	N/A
	November 8, 2009 Chicago, IL International Conference for Software Quality	October 2, 2009	N/A
	December 5, 2009	October 16, 2009	October 21, 2009
	March 6, 2010 New Orleans, LA 22nd Quality Management Conference	January 29, 2010	N/A
	June 5, 2010	April 16, 2010	April 21, 2010
	December 4, 2010	October 15, 2010	October 20, 2010
Quality Improvement Associate	October 4, 2009 Long Beach, CA 18th Annual Service Quality	August 28, 2009	N/A

	Conference		
	October 14, 2009 Long Beach, CA Society of Women Engineers 2009 National Conference	September 4, 2009	N/A
	October 17, 2009 Tucson, AZ 18th Annual Audit Conference	September 4, 2009	N/A
	December 5, 2009	October 16, 2009	October 21, 2009
	March 6, 2010 New Orleans, LA 22nd Quality Management Conference	January 29, 2010	N/A
	June 5, 2010	April 16, 2010	April 21, 2010
	December 4, 2010	October 15, 2010	October 20, 2010
Quality Inspector	October 17, 2009	August 21, 2009	September 2, 2009
	March 6, 2010	January 15, 2010	January 20, 2010
	October 2, 2010	August 6, 2010	August 18, 2010
Quality Process Analyst	October 4, 2009 Long Beach, CA 18th Annual Service Quality Conference	August 28, 2009	N/A
	October 14, 2009 Long Beach, CA Society of Women Engineers 2009 National Conference	September 4, 2009	N/A
	December 5, 2009	October 16, 2009	October 21, 2009
	March 6, 2010 New Orleans, LA 22nd Quality Management Conference	January 29, 2010	N/A
	June 5, 2010	April 16, 2010	April 21, 2010
	December 4, 2010	October 15, 2010	October 20, 2010
Quality Technician	October 17, 2009	August 21, 2009	September 2, 2009
	March 6, 2010	January 15, 2010	January 20, 2010

	October 2, 2010	August 6, 2010	August 18, 2010
<u>Reliability Engineer</u>	October 17, 2009	August 21, 2009	September 2, 2009
	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
	October 2, 2010	August 6, 2010	August 18, 2010
<u>Six Sigma Black Belt</u>	October 14, 2009 Long Beach, CA <u>Society of Women Engineers 2009 National Conference</u>	September 4, 2009	N/A
	October 17, 2009 Tucson, AZ <u>18th Annual Audit Conference</u>	September 4, 2009	N/A
	October 17, 2009	August 21, 2009	September 2, 2009
	November 8, 2009 Chicago, IL <u>International Conference for Software Quality</u>	October 2, 2009	N/A
	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
	March 7, 2010 Phoenix, AZ <u>ASQ's 2010 Lean and Six Sigma Conference</u>	January 22, 2010	N/A
	October 2, 2010	August 6, 2010	August 18, 2010
<u>Six Sigma Green Belt</u>	October 14, 2009 Long Beach, CA <u>Society of Women Engineers 2009 National Conference</u>	September 4, 2009	N/A
	December 5, 2009	October 16, 2009	October 21, 2009
	January 28, 2010 San Jose, CA <u>Annual Reliability and Maintainability Symposium</u>	January 4, 2010	N/A

	March 7, 2010 Phoenix, AZ ASQ's 2010 Lean and Six Sigma Conference	January 22, 2010	N/A
	June 5, 2010	April 16, 2010	April 21, 2010
	December 4, 2010	October 15, 2010	October 20, 2010
Software Quality Engineer	October 4, 2009 Long Beach, CA 18th Annual Service Quality Conference	August 28, 2009	N/A
	November 8, 2009 Chicago, IL International Conference for Software Quality	October 2, 2009	N/A
	December 5, 2009	October 16, 2009	October 21, 2009
	March 6, 2010 New Orleans, LA 22nd Quality Management Conference	January 29, 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.

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 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.

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
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 - CQE	\$390	\$240
Quality Improvement Associate - CQIA	\$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