



e-letter



Section Dinner Meetings:

October 13 – Schell’s Brewery Tour
7:00 – New Ulm (see map)

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:

To help us develop a spring seminar topic with a broad enough appeal, the SLC has taken comments and suggestions from an earlier Q o M and would like your input to narrow down the list. We need to start working on arrangements by late October in order to have a successful spring seminar.

What topics or tools do you feel would help you in your quality improvement efforts (select as many as apply or, rank them):

- a) human error prevention
- b) supplier performance management and auditing
- c) statistical tools
- d) lean manufacturing / six sigma

Respond to bharris@holmindustries.com

Section 1214 Helps with Hurricane Relief

The Section Leadership Committee has donated \$250 on behalf of all Hiawatha Section members to the American Red Cross to aid in the recent hurricane disaster relief efforts.

Chairperson's Corner

Hello everyone!

For those of you that did not attend the September meeting, you missed an awesome speaker. Tom Partridge, from the Mayo Clinic Medical Labs, explained how he has implemented lean six sigma practices throughout their labs. His examples were very interesting and his humor kept us spellbound the entire time. We will definitely have to ask Tom to come back so he can give us an update on his progress with the labs.

Next on our program agenda is the Schell's Brewery tour, scheduled for October 13th. You will see how it is made and what quality practices are used during this process. The board has also decided to cover all the costs of the tour and the bus ride so that everyone can take advantage of this upcoming event. There are more details elsewhere in this newsletter. Oh, did I forget to mention there is free sampling when the tour is done?

In October, I will have the opportunity to attend a "meeting of the minds" at ASQ National Headquarters in Milwaukee. All section chairs and regional directors have been invited to a day and a half summit to discuss the concerns and needs of our members. From this summit, ASQ hopes to give the section leaders the tools and skills needed to bring more value to our members. So, with that said, what concerns, ideas or issues would you, as a member, like to have brought up at this summit?

- Dues too high?
- Too many emails from ASQ?
- National ASQ web page confusing?

These are just a few of the items that have already been given to me to bring up at the summit. If you have other thoughts or ideas, please get them to me before October 14th. You can email me at lisa_krause@malt-o-meal.com. I want to hear from you!

Lisa Krause

Section 1214 Partners in Quality



South Central College www.southcentral.edu

APICS – Southern Minnesota Chapter www.apicssomn.org

ASQ Winona-La Crosse Section 1216 www.asq1216.org

Rochester Area Quality Council www.raqc.com

Minnesota Council for Quality www.councilforquality.org

Southern MN Chapter of SME. <http://chapters.sme.org/162/homepage.htm>

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

Company Sponsors & Profile

2004 - 2005 Company Sponsors

September
Advanced
Component
Technologies, Inc

October
Malt - O - Meal

November
Micron

December
Wenger

January
Fleetguard, Inc.

February
SPX Corporation

March
Truth Hardware

April
Kato Engineering

May
Blount, Inc.

June
Northstar Quality, Inc.

July
OPEN

August
OPEN



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.

Company sponsors also support our web site. Contact John Moorhouse at

john@northstarquality.com

to find out how your company can help.

October Section Program:

Program: Business Tour
Location: August Schell Brewery
Date: Thursday October 13, 2005
Place: New Ulm, MN
Time: 7:00 PM
Cost: No Charge to Section 1214 Members and their guest
Meal: Snacks & munchies will be provided

The tour is limited to 50 people, so be sure to sign up early.

Reservations due by, **12:00 Noon, Monday October 10**. Please contact:

Lisa Krause, Section Chairperson 507-645-6681 x4304

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

October ASQ Tour: August Schell Brewing Company

Join ASQ Hiawatha Section 1214 for a tour of the historic August Schell Brewing Company in historic New Ulm, Minnesota. The tour is open to section members and their families or guests. In addition to the many fine beers Schell's is noted for, they also make the famous 1919 Root Beer brand.

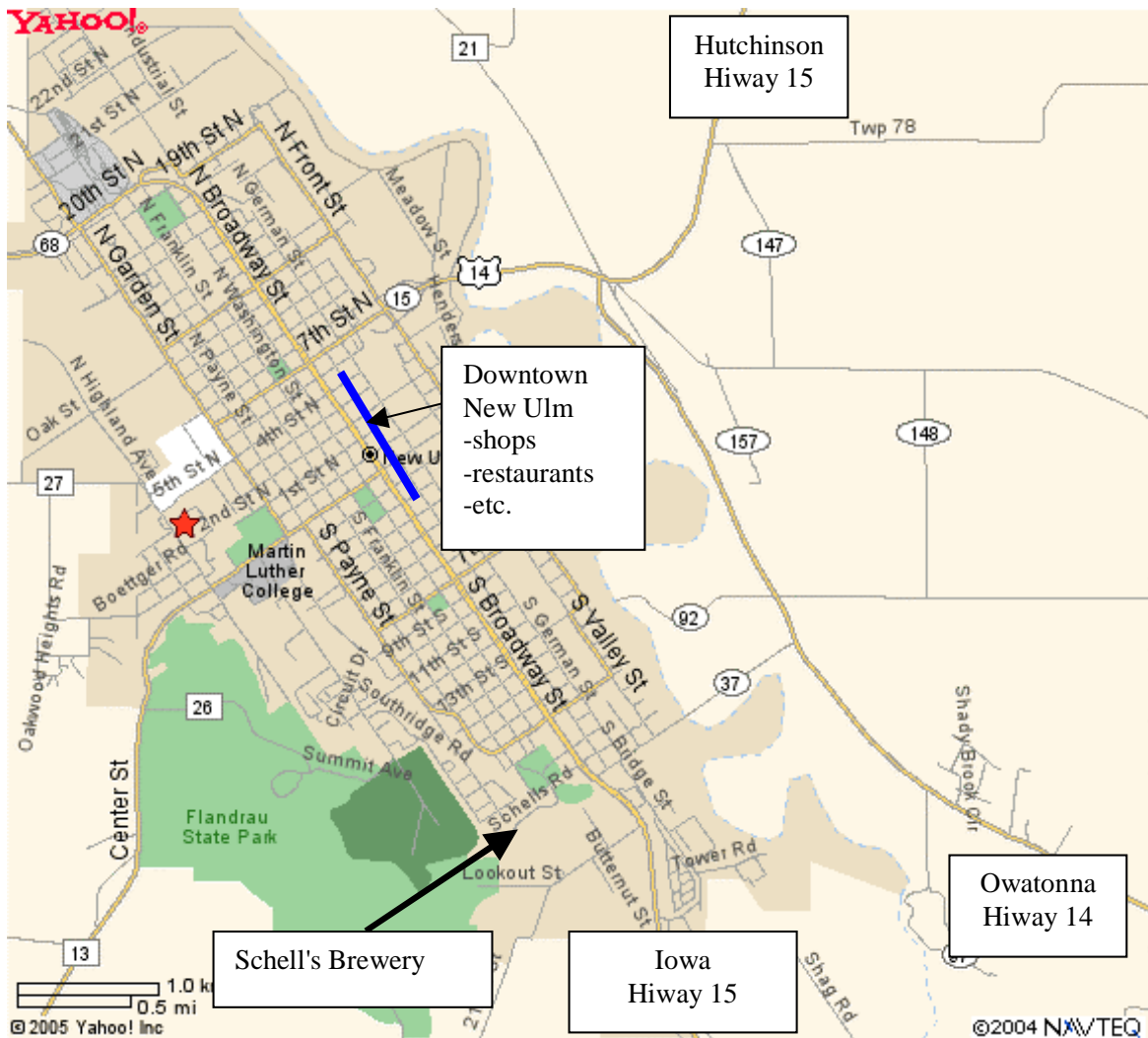
Visit the town that was nearly destroyed in 1862. Find out why the brewery was left untouched.

The tour starts at 7:00 PM, and while there are no dining facilities at the brewery yet, we will provide a variety of snacks and munchies.

There will be no charge for Section 1214 members and one guest. Non members will be charged \$5 to cover the tour and food. We are limited to 50 people, so sign up early.

Interested in a bus or van? We have reserved a van from Owatonna to New Ulm if there is enough interest. Let us know as soon as possible and we'll see if there are enough people from an area to get another one going.

See the map on the next page.



Directions:

From the North - Highway 15: Turn left (East) onto US 14 just before you enter New Ulm. Follow US 14 about 2 miles and turn right (west) on Co Rd 37. Follow directions below.

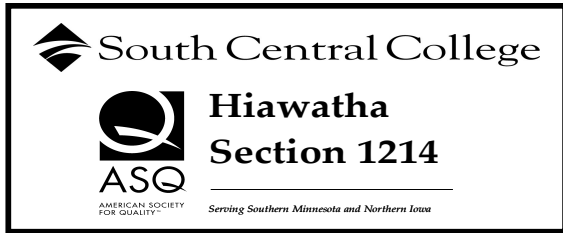
From the East - Highway 14: Turn left on Co Rd 37 just before you enter New Ulm. Follow directions below.

From the South - Highway 15: Come all the way to New Ulm. Follow directions below.

Highways 37 and 15 intersect at a traffic light near the Target store.
 Turn right on Highway 15 and immediately get into the left hand lane.
 Make a left turn onto 18th Street - just after Target at the auto parts store.
 Take the left at the "Y" just after the small bridge.
 Carefully follow the winding road to Schell's Brewery.

From the West - Highway 14: Stay on 14 into New Ulm. Continue straight ahead on Highway 15 South (at Hardee's). Watch for McDonalds on your left, and turn right at the auto parts store. Take the left "Y" after the small bridge and carefully follow the winding road to Schell's Brewery.

There are signs directing to the Brewery. Plus, almost all the folks in New Ulm are friendly and know where the Brewery is.



New Classes in Quality & Performance Improvement

Technical Writing for the Quality Professional

Tuesday, October 11, 2005

9:00 am – 12:00 nn

Cost: \$65

Process Control

Tuesday, October 25, 2005

8:00 am – 12:00 nn

Cost: \$95

COURSE CONTENT

Good writing is good business. Few skills are more important in an organization than effective writing. A poorly written email, report or procedure can lead to confusion, impatience, unresponsiveness, and poor decisions for the reader. This workshop shows how to apply effective writing to meet the needs of your organization and customers. It will provide you with practical guidelines in using plain language and well-designed formats to write clear and readable documents. The workshop will also provide you useful techniques for creating successful communications of a wide variety of documents used in business today; including, memos, email messages, letters and faxes, instructions and procedures, reports and proposals, and meeting minutes.

INSTRUCTOR PROFILE

Glen Wolf has held engineering and management positions in various industries over the past twenty years. He currently works as a Design Engineer at Truth Hardware in Owatonna, Minnesota. Mr. Wolf holds an engineering BS degree and an MBA degree. He is an ASQ Senior Member with CQM, CQE and CQA certification. Glen is also an SME Senior Member and has CPIM certification through the APICS organization. He has provided training for the CQM, CQE, and CQA certification review courses and for various general quality engineering and quality improvement courses.

LOCATION

Teleconference Room, South Central College–Faribault Campus, 1225 3rd Street SW, Faribault MN (southcentral.edu/maps)

REGISTRATION

To register, contact: South Central College, Bookstore, 1225 3rd Street SW, Faribault, MN 55021. Registrations may be faxed (507/332-5888) using the credit card or employer billing options only. Questions? Contact Brian Knutson at 507/332-5874 or brian.knutson@southcentral.edu.

COURSE CONTENT

This workshop will cover the essential steps to implementing process control. You'll understand the concept of variation, analysis tools (histograms, run charts, check sheets), process vs. product control, process capability, measurement accuracy vs. precision, and gage variation and selection. We'll introduce the basic SPC charts and what they do. Please Note: This is not an SPC class.

INSTRUCTOR PROFILE

John Moorhouse is President of Northstar Quality, Inc., which provides expertise to organizations through training, auditing, and consulting services. He brings 20 years experience in quality assurance systems for manufacturing and processing industries. He has worked as a director of quality, quality manager, quality engineer, buyer, process engineer, and consultant, leading ISO 9001:2000, QS-9000, and ISO/TS-16949 registrations in single and multiple-site facilities, including hands-on use and instruction of quality tools and methodologies. His background covers defense, automotive, electronics, agriculture, medical, food, and consumer products industries. He holds BS degrees in Metallurgical and Chemical Engineering from the University of Minnesota. Mr. Moorhouse is an RAB approved QMS Auditor, and holds ASQ Certified Quality Manager, CQE, and CQA certificates, as well as a Professional Engineer license in metallurgical engineering. He is a senior member of ASQ and is on the Board of Directors for ASQ Hiawatha Section 1214.

"In God we trust; all others bring data." **W. Edwards Deming**



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

Customer-Focused Satisfaction Measurement Course

ASQ's Customer-Supplier Division is pleased to bring its Customer-Focused Satisfaction Measurement course to the St. Louis (Oct 24-25) and Minneapolis areas (Oct 26-27). This 2-day course presents an integrated approach to satisfaction measurement and service culture improvement.

Customer-Focused Satisfaction Measurement is taught by Jeff Israel. Topics addressed include:

- Customer-Focus Foundations
- To Measure or to Change?
- Match Approach to Purpose
- Customer Identification
- Characterizing the Service Process
- Identifying Customer Requirements
- CSM Surveys
- Mastering Service Performance

Significant discounts for early registration (by September 23) or for sending three or more from the same company. For more information; to download a brochure; or, to register for the course, please visit www.asq.org/cs/courses.

GAIN RECOGNITION-BECOME A SENIOR 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>

Minnesota Quality Conference

October 10 & 11, 2005
Minneapolis Airport Marriott
Bloomington, Minnesota

Visit the Minnesota Section 1203 website for up-to-date information and online registration. www.mnasq.org

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
CQA-Biomedical, CHA, CRE, CQT, CMI, CSSBB, Certified Quality Manager (will be replaced with new Manager of Quality / Manager of Organizational Excellence; MOQ/MO in 2006),	October 22, 2005	
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

	<u>Member</u>	<u>Non-Member</u>
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	\$105	

Re-Certification Fees

Quantity of Certifications

	<u>Member</u>	<u>Non-Member</u>
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
Brian Knutson South Central Technical College 1225 3 rd St SW Faribault, MN 55021	Email: brian.knutson@southcentral.edu Phone: 507-334-3965 Fax: 507-332-5888	Education Chair
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
Russell Scheller Kato Engineering PO Box 8447 2075 Howard Drive Mankato, MN 56003	Email: russell.scheller@LSUSA.com Phone : 507-345-2720 Fax: 507-345-2809	Program Chair
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