



# October 2006

## 2006-07 Section Dinner Meetings:

Unless noted, Section Meetings are held at Cabella's in Owatonna.  
Registration at 5:30 PM  
Dinner at 5:45 PM  
Program at 6:30 PM

- ✓ September 14 – Tour: Sage Company, Faribault
- ⇒ October 12 – Food Safety / ISO 22000 - Stephan Hedman
- ⇒ October 26 – Auditing: A Process Approach - John Moorhouse  
Special Hutchinson location
- ⇒ November 9– TBD
- ⇒ December 14 – Member Appreciation
- ⇒ January 8 – Joint ASQ / APICS
- ⇒ February 8 - TBD
- ⇒ March 8 - TBD
- ⇒ April – Annual Spring Seminar – TBD
- ⇒ May 10– TBD

### October Sponsor:



## October Highlights

### Question of the Month

This month's question is a 2 part one, with a chance at a \$20 gift card (motivation to get back as many responses as possible!).

Part 1: Which of the following topics interest you as possible seminar topics? Please rank them in order of preference.

- Immanuel St. Joseph Hospital in Mankato
- Sarbanes-Oxley
- Internal Audits
- Process Audits – ISO9000:2000
- 2<sup>nd</sup> half of mistake proofing
- Quality in Health Care

Part 2: Would you rather attend your top choice(s) as  
a) 1 day overview with some depth or  
b) 2 day in depth seminar?

Email your responses to: [bharris@holmindustries.com](mailto:bharris@holmindustries.com)

### The Inside Story:

October Section Meeting – Owatonna: ISO and Food Safety	p 4
October Section Meeting – Hutchinson : Process Auditing	p 5
Special Message from ASQ National Chairman	p 6
South Central & Ridgewater College class offerings	p 7
Minnesota Quality Conference October 9 – 10	p 8
2007 Certification Exam Schedule and Deadlines	p 9
Section 1214 Officers for 2006/2007	p 11

## Notes of Interest

**Hutchinson:** This year, Hiawatha Section 1214 will hold two special section meetings in Hutchinson. With a growing number of members in the Hutchinson area, the Section Leadership Committee decided to offer more services in this area. Several years ago Hutchinson was designated as an official ASQ Certification Exam site. ASQ members in the western regions of our section – or any member for that matter - can now take exams there. In the past year, a cooperative effort between Ridgewater College, South Central College, and Section 1214 is bringing more certification refresher classes to this area. And after a successful Section meeting last spring at Ridgewater, two programs are being planned for this year. The October Section meeting will look at a process approach to auditing, with John Moorhouse. Although held in Hutchinson, this dinner meeting is open to anyone interested in this topic.

**Did you know** – The ASQ National web site has a discussion board where you can get expert advice on a wide variety of topics, such as statistics, ISO requirements and interpretation, and much more. Go to [www.asq.org](http://www.asq.org) and find answers to your questions.

If any of your coworkers are ASQ members and are not receiving our newsletter, they can easily sign up:

**To sign up for Section 1214 email Newsletter or change your email address:**

1. Go to [www.asq.org](http://www.asq.org)
2. Click on **ASQ Members Sign-In**
3. Enter your ASQ member number and password
4. Click on **Change Address** and select **Set Preferences**
5. Find **E-mail Addresses & Preferences** and enter your email address if it isn't listed, and click on **Sections**. (Read the Membership Privacy paragraph carefully!)
6. Click on **Continue**
7. Click on **Continue**
8. Click on **Close Window**

**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>

### ***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**

2005 - 2006  
Company  
Sponsors

July  
OPEN

August  
QC Inspection  
Services

September  
Northstar  
Quality, Inc.

October

Advanced  
Component  
Technologies,  
Inc

November  
Malt - O - Meal

December  
Northstar  
Calibration, Inc.

January  
Fleetguard, Inc.

February  
Wenger

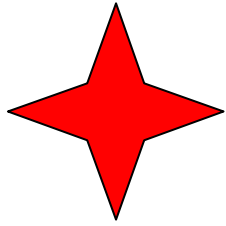
March  
Truth Hardware

April  
Kato Engineering

May  
Blount, Inc.

June  
OPEN

## *This Month's Sponsor Profile*



# *Advanced Component Technologies, Inc.*

Advanced Component Technologies, Inc., began in 1965 as Carroll George, Inc. The first products made were curtains and upholstered foam cushions for Winnebago travel trailers and motor homes. The business later expanded to manufacture thermoformed composite and plastic parts, mainly for the agriculture and heavy equipment industry. In 1998, Gary George, President of the company and son of founder Carroll George sold the thriving business to Morton Industries, Inc. In January of 2000, Morton sold the company to Angus-Palm Industries, Inc., and it became Advanced Component Technologies, Inc.

Advanced Component Technologies, Inc. specializes in interior and exterior aesthetic trim components used in a broad spectrum of markets. For over 30 years, ACT has produced thermoformed and die cut components, as well as formed and flat laminates, sound absorbers and sound barriers. The products range from sub-components to complete headliner, fender, etc., assemblies done at the 144,000 square-foot facility in Northwood, Iowa.

ACT is a partner/innovator with Agriculture, Transportation, Forestry, Construction, Industrial, Recreation, and Aerospace Industries, designing and manufacturing components for existing and new products.

*Advanced  
Component  
Technologies, Inc.*

# ***October Section Meeting Program - Owatonna***

## ***Food Safety and ISO 22000***

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

**Date:** **October 12, 2006** (Thursday)

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

5:45 – Meal

6:30 – 7:30 Program

**Cost:** \$20

**Registrations:**

Please contact Lee Anderson [lee.anderson@bevcomm.net](mailto:lee.anderson@bevcomm.net)

by Monday, October 9, 2006

### ***TOPIC: ISO 22000-2005 -- Food Safety Management Systems***

#### ***Presenter: Stephen Hedman***

Food reaches consumers via supply chains that may link many different organizations and stretch across multiple borders. One weak link at any point of the chain can end in unsafe food that is dangerous to health, resulting in potentially serious hazards to consumers and considerable costs to food chain suppliers.

ISO 22000 is the first of a family of standards on food safety management systems, to ensure safe food supply chains worldwide by providing a framework of internationally harmonized requirements.

The standard is designed to allow all organizations within the food chain to implement a food safety management system, transport and storage operators, subcontractors to retail and food service outlets and producers of equipment, packaging material and cleaning agents.

Here are some things we will cover:

- Industry-specify ISO Standards
- ISO 22000 family of standards
- Brief review of the ISO 22000-2005 Standard

Mr. **Stephen Hedman** is the Chief Principal of Hedman Consulting Services, Limited where he has brought several companies to either the 1994 or 2000 ISO 9001 registration or compliance status; both nationally and internationally. Additionally, Mr. Hedman is a FPA-SAFE certified auditor, ISO 14000 certified auditor, and an ISO 22000 certified auditor. Mr. Hedman had 25 years of quality and operations experience with a major Food Company. In addition to his consultancy, Mr. Hedman has for the past twelve years has worked as a contract auditor for the Registrar SGS ICS, Inc. During this time Mr. Hedman has conducted over 100 initial assessments and 250 surveillances.

# ***October Section Meeting Program - Hutchinson***

## ***Auditing: A Process Approach***

**Location:** Ridgewater Community College, Hutchinson, Room 475

**Directions:**    **Highway 15** From the South: turn right at the traffic light onto Century Avenue  
                         **Highway 15** From the North: turn left at the traffic light onto Century Avenue  
                         Follow Century Ave past the college main entrance  
                         Turn Right at the water tower, into the Staff Parking entrance  
                         Park in the Staff Parking lot  
                         Use the last entrance on the left (south) end of the building

**Date:**        **October 26, 2006** (Thursday)

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

5:45 – Meal

6:30 – 7:30 Program

**Cost:**        \$20

**Registrations:**

Please contact Lee Anderson [lee.anderson@bevcomm.net](mailto:lee.anderson@bevcomm.net)

by Monday, October 23, 2006

### ***Topic: Internal Audits using the Process Approach***

### ***Presenter: John Moorhouse, Northstar Quality, Inc.***

Doing a lot of audits but not identifying good improvement opportunities? Having difficulty doing effective process-focused audits to ISO 9001:2000? Value-added internal audits are a key to making your quality management system pay off. Join us and hear John's proven ideas for doing "heads-up" auditing using the process approach. ...and bring your toughest auditing questions!

John's workshops focus on practical approaches to implementing ISO 9001. Here's what people say when they attend John's workshops:

- "This makes so much more sense now... it's just common sense."
- "Why do others make this so complicated? I like your simple approach. It works!"

**John Moorhouse**, President of Northstar Quality, Inc., provides expertise to organizations through training, auditing, and consulting services. In addition to consulting, John owns and manages Northstar Calibration, Inc., an A2LA accredited calibration laboratory in Owatonna, MN. He has 20 years experience in quality assurance systems, leading ISO 9001, QS-9000, ISO/TS 16949, and ISO/IEC 17025 registrations in single and multiple-site facilities. He holds BS degrees in Metallurgical and Chemical Engineering, is an RAB approved QMS Auditor, and holds ASQ Certified Quality Manager, CQE, CCT, and CQA certificates, as well as a Professional Engineer license in metallurgical engineering. He leads the quality management training efforts with South Central College in Faribault, MN, is a senior member of ASQ, and is Vice Chairman for the ASQ Hiawatha Section 1214.

## ***Message from ASQ National Chairman***

Dear ASQ Member:

You were e-mailed a survey to evaluate your perceptions of your ASQ section and its benefits, products, and services. If you have already completed and submitted your survey, we thank you for your time and consideration.

**If you have not yet responded, we look forward to receiving your completed survey soon.**

This year, for the first time, all ASQ members are being asked to provide feedback on how well their ASQ section is serving their needs. We would appreciate your participation in this survey. Your answers will be kept confidential and reported to ASQ management only in the aggregate.

Please take a few moments today to complete this important evaluation. To access the survey, please click on this link: <http://www.asq.org/mr/2006sectionsatisfaction.html>

Thank you for your participation.

Sincerely,

Jerry J. Mairani  
Chairman of the Board

---

---

## ***The Minnesota Council for Quality Seeking Evaluators for 2007***

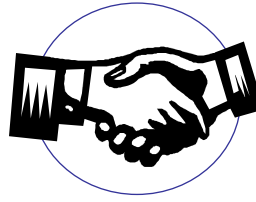
Board of Evaluator training dates have been set for the 2007 MN Quality Award cycle. Mark your calendars for February 27-March 1 (in the Twin Cities), June 19-21 (in Rochester), and October 2-4 (in the Twin Cities). New Evaluator orientation dates (which are approximately three weeks ahead of full training) will be set shortly.

We hope that you would consider rejoining the Board of Evaluators. For more information or for an application, please visit [www.councilforquality.org/assess.cfm](http://www.councilforquality.org/assess.cfm), email us at [kathryn.mackin@councilforquality.org](mailto:kathryn.mackin@councilforquality.org), or call 612-462-3577.



**Hiawatha**  
**Section 1214**

*Serving Southern Minnesota and Northern Iowa*




**South Central**  
**College**

**Fall 2006 ♦ Customized Training**  
**Quality & Performance Improvement Courses**

**Faribault Campus ♦ 1225 3rd Street SW, Faribault MN 55021 ♦ 507/334-3965**

ID #	COURSE NAME	DATES	DAY	TIME	HOURS	TUITION
001376	Applying SPC & Statistical Tools	9/25/06	M	8a-4:30p	8	\$235
001397	Technical Writing for the Quality Professional	9/26/06	T	8a-12n	4	\$125
001377	Project Management	10/11/06	W	8a-4:30p	8	\$235
001378	Microsoft Project 2003	10/12/06	H	8a-4:30p	8	\$235
001398	Electrostatic Discharge Basics	10/16/06	M	8a-4:30p	8	\$235
001379	Supplier Quality Management & Improvement	10/24/06	T	8a-4:30p	8	\$235
001380	Understanding & Implementing ISO 9001:2000	11/8/06	W	8a-4:30p	8	\$235
001381	Internal Auditor Skills	11/9/06	H	8a-4:30p	8	\$235
001400	Food Safety Management Systems ISO22000	11/14/06	T	8a-4:30p	8	\$235
001401	Planning & Conducting Food Safety Audits	11/15/06	W	8a-4:30p	8	\$235
001382	Problem Solving Tools & Methods	11/30/06	H	8a-4:30p	8	\$235
001402	AIAG FMEA & Control Plans	12/12/06	T	8a-4:30p	8	\$235
001383	Certified Quality Technician Review	9/11-10/16/06	M	6-9 pm	18	\$300
001386	Certified Mechanical Inspector Review	9/11-10/9/06	M	6-9 pm	15	\$250
001387	Certified Manager of Quality/ Organizational Excellence Review	9/19-10/17/06	TH	6-9 pm	27	\$450
001385	Certified Quality Improvement Associate Review	10/30-11/27/06	M	6-9 pm	15	\$250
001384	Certified Quality Auditor Review	11/1-11/29/06	W	5:30-8:30 pm	15	\$250

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

ID #	COURSE NAME	DATES	DAY	TIME	HOURS	TUITION
001388	Problem Solving Tools & Methods	10/10/06	T	8a-4:30p	8	\$235
001403	AIAG FMEA & Control Plans	10/17/06	T	8a-4:30p	8	\$235
001389	Project Management	12/5/06	T	8a-4:30p	8	\$235
001390	Microsoft Project 2003	12/6/06	W	8a-4:30p	8	\$235
001391	Supplier Quality Management & Improvement	12/19/06	T	8a-4:30p	8	\$235

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

ID #	COURSE NAME	DATES	DAY	TIME	HOURS	TUITION
001392	Understanding & Implementing ISO 9001:2000	9/27/06	W	8a-4:30p	8	\$235
001393	Internal Auditor Skills	9/28/06	H	8a-4:30p	8	\$235
001394	Calibration Processes	10/17/06	T	8a-12n	4	\$125
001395	Calibration of Dimensional Gages	10/17/06	T	1-5 p	4	\$125
001396	Gage Repair	10/18/06	W	8a-4:30p	8	\$235
001399	Electrostatic Discharge Basics	11/13/06	M	8a-4:30p	8	\$235

**For more information, contact the Faribault Campus of South Central College:**

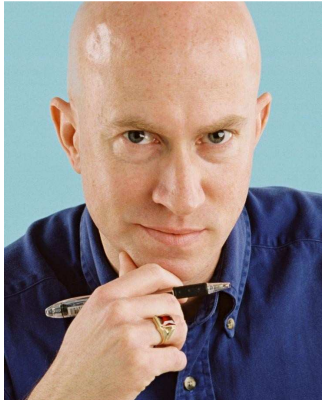
**Brian Knutson ♦ 507/332-5874 ♦ [brian.knutson@southcentral.edu](mailto:brian.knutson@southcentral.edu)**

**Laura Hardy ♦ 507/332-5802 ♦ [laura.hardy@southcentral.edu](mailto:laura.hardy@southcentral.edu)**

*Ask about our Partners in Quality member discounts*

**53<sup>rd</sup> annual  
MINNESOTA QUALITY CONFERENCE  
October 9 & 10, 2006  
Minneapolis Airport Marriott, Bloomington, MN**

**MARK YOUR CALENDARS NOW!**



**KEYNOTE PRESENTATION:  
THE TOP 10 QUALITY MISTAKES**

By **CRAIG COCHRAN**, CQM, CQE, QMS, Lead Auditor, author: "The Continual Improvement Process: From Strategy to the Bottom Line" and more.

The easiest way to improve is to learn from the mistakes of other people. (And there are plenty of quality mistakes out there to learn from!) Craig Cochran has spent the last 20 years analyzing, investigating, and helping to fix quality mistakes in a wide range of organizations. Please join us for an entertaining and engaging discussion of the most common quality mistakes and what can be done about them.

Craig Cochran is the North Metro Regional Manager for Georgia Tech's Economic Development Institute. He has an MBA from the University of Tennessee and a bachelor's degree in industrial management from the Georgia Institute of Technology. Cochran is a Certified Quality Manager, Certified Quality Engineer, and Certified Quality Auditor through the American Society for Quality. He's certified as a QMS Lead Auditor through the RABQSA.

**MONDAY** highlights will include:

Keynote presentation, concurrent sessions, and exposition.

Topics: Six Sigma, Quality Tools, Supplier Quality, Voice of the Customer, and Leadership

**TUESDAY** highlights will include:

Full day workshops for more advanced and hands on learning including:

DOE/RSM, robust tolerance, TRIZ, root cause and 8-D problem solving, voice of the customer, and LEAN.

**Rates:**

	<b>One Day</b>	<b>Two Days</b>
Member:	\$300	\$500
Non-member:	\$350	\$600

**Contact us:**

Minnesota Quality Conference Offices

651.779.1824

[mnqualconf@mnasq.org](mailto:mnqualconf@mnasq.org)

**MORE INFORMATION AND ON LINE REGSITRATION AVAILABLE  
AT: [WWW.MNASQ.ORG](http://WWW.MNASQ.ORG)**

# *Certification Schedule*

## *Effective October 2006 - 2007*

Contact our Certification Chair, Michael Oliszczak, at 641-592-7295 or [moliszczak@charter.net](mailto:moliszczak@charter.net) for information on Certification Exams or Certification Review classes. Additional special certification exam dates can be found at [www.asq.org/certification/faq/09.html](http://www.asq.org/certification/faq/09.html)

Click on these links for more information about the Certification	Exam Date	Application Deadline
<a href="#">Biomedical Auditor</a>	March 3, 2007	January 12, 2007
<a href="#">HACCP Auditor</a>		
<a href="#">Quality Inspector</a>	October 20, 2007	August 17, 2007
<a href="#">Quality Technician</a>		
<a href="#">Reliability Engineer</a>		
<a href="#">Six Sigma Black Belt</a>		
<a href="#">Manager of Quality/ Organizational Excellence</a>		
<a href="#">Calibration Technician</a>	December 2, 2006	<b>October 6, 2006</b>
<a href="#">Quality Auditor</a>	June 2, 2007	April 6, 2007
<a href="#">Quality Engineer</a>		
<a href="#">Quality Improvement Associate</a>	December 1, 2007	October 5, 2007
<a href="#">Quality Process Analyst</a>		
<a href="#">Six Sigma Green Belt</a>		
<a href="#">Software Quality Engineer</a>		

### **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.

# Certification Fees

## Certification / Re-certification Fees

	<u>Member</u>	<u>Non-Member</u>
Certified Quality Manager	\$270	\$420
CQA, CQE, CRE, CSQE, CHA, CQA-Biomedical	\$210	\$360
CSSBB	\$180	\$330
CQT, CMI, CQIA, CCT	\$155	\$305

## Re-Take Fees

Quality Manager	\$220	\$220
CQA, CQE, CRE, CSQE, CHA, CQA-Biomedical	\$160	\$160
CSSBB	\$130	\$130
CQT, CMI, CQIA, CCT	\$105	\$105

## Re-Certification Fees

### Quantity of Re-certifications:

One Re-certification	\$30	\$50
Two or more Re-certifications	\$50 Total	\$50 Each

### Re-Certify by Exam

Certified Quality Manager	\$220	\$370
CQA, CQE, CRE, CSQE, CHA, CQA-Biomedical	\$160	\$310
CSSBB	\$190	\$340
CQT, CMI, CQIA	\$155	\$260
CCT	\$105	\$255

**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 - 2005/2006

Name	Contact Information	Committee Position
Lee Anderson Partners for Change PO Box 293 Owatonna, MN 55060	Email: <a href="mailto:lee.anderson@bevcomm.net">lee.anderson@bevcomm.net</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 Internet Liaison
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.e.dunbar@Fleetguard.com">minnie.e.dunbar@Fleetguard.com</a> Phone: 641-592-7395 Fax: 641-592-1315	Treasurer Historian
Lisa Krause Malt-O-Meal 701 West 5 <sup>th</sup> St, Northfield, MN 55057	<a href="mailto:lisa_k_Krause@malt-o-meal.com">lisa_k_Krause@malt-o-meal.com</a> Phone: 507-645-6681 Ext. 4304 Fax: 507-663-6242	Marketing & Public Relations
Prashanth Prabhakar Rochester Medical Corporation 1 Rochester Medical Dr NW Rochester, MN 55976	Email: <a href="mailto:ppprabhakar@rocm.com">ppprabhakar@rocm.com</a> Phone: 507-753-3960	Internet Liaison Chair
Andy Kollengande Austin Packaging Company 2012 26th St SE, Rochester, MN 55904	Email: <a href="mailto:akollengode@yahoo.com">akollengode@yahoo.com</a> Phone: 507-433-6623 Fax: 507-433-9717	Membership Chair
Brian Knutson South Central Technical College 1225 3 <sup>rd</sup> St SW, Faribault, MN 55021	<a href="mailto:BRIAN.KNUTSON@southcentral.edu">BRIAN.KNUTSON@southcentral.edu</a> Phone: 507-334-3965 Fax: 507-332-5888	Education Chair
Michael Oliszcak Fleetguard Inc. 311 North Park, Lake Mills, IA 50450	Email: <a href="mailto:moliszcak@charter.net">moliszcak@charter.net</a> Phone: 641-592-7295 Fax: 641-592-1315	Certification Chair Recertification Chair
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