



October 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

⇒ 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

September Sponsor:

We are currently have four months open for sponsorships. Sponsorships help defray the cost of the web page and newsletter.

See page 2 for how you company can be a sponsor and be recognized as a Quality supporter.

October Highlights

The Inside Story:

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Survey News Flash!

Please help identify the most important continuous improvement practices and certifications in relation to quality costs in United States manufacturing companies today by taking the survey located at:

<http://www.ucmo.edu/surveys/?formID=1969>

This brief survey is part of a dissertation effort by a fellow ASQ member. The survey is confidential and does not require you to type in your name, email address, or your company name. The survey will be available from now to October 11, 2007.

The survey supports a dissertation titled: "A Study of ASQ and SME Members on the Effects of Continuous Improvement Practices and Certifications on Quality Cost for Small-to-Midsized United States Manufacturing Companies."

Thank you!

Jeff Ulmer; ASQ-CMQ/OE
ASQ Senior Member 63164624

E: <mailto:jeff.ulmer@sbcglobal.net>

This Month's Sponsor Profile

Want to see your company's name on our website and in our Newsletter?

Interested in being a Newsletter Sponsor? Want company exposure on our website? You can have both.

There are costs associated with the newsletter and maintaining our website. To help with these costs, we offer companies an opportunity to advertise their business in our newsletter and on our web page. For just \$175, you can sponsor the newsletter and website for one month, and gain recognition for the entire year.

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.

2005 - 2006
Company
Sponsors

August
OPEN

September
QC Inspection
Services

October
OPEN

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.

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 ASQ 1214 sponsored training

October Section Meeting Program

Topic:Lean – It's Not Just for Manufacturing Anymore

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

Date: October 11th 2007 (Thursday)

Schedule: 5:30pm – Registration & Networking
5:45 – 6:15 Lon Stachowiak & John Moorhouse on ISO 17025 (follow up from September tour)
6:15 – 6:45 Meal
7:00 – 8:00 Program: Lean Principles

Cost: \$20 (cost of dinner)

Registrations:

Please contact Lee Anderson Leeander50@mac.com by Monday, October 8, 2006

Lean Business Strategies began with Henry Ford. Then leaped to Japan after WWII. Now they are being utilized in various forms by most major manufacturing organizations. In addition, many other types of organizations have realized the benefit of becoming Lean. Law offices, libraries, health care, not to mention retailers like Walmart. Huge savings and increased success and profitability are achieved very inexpensively by identifying and eliminating waste.

This presentation will give the participants a glimpse at that they can achieve both in their businesses and in their personal lives. For example, how much time do you spend searching in a day, week, month, year? How do you reduce the search time - dramatically. Other examples will also be given of the results achieved by Mr. Skinner and others. Participants will be invited to share their own stories as well.

Charles Skinner is an experienced leader, facilitator and organization consultant who founded F.I.T. Organizations, LLC in 2004, which is dedicated to enabling organizations and all their stakeholders to succeed by creating functioning partnerships through facilitation, implementation-based consulting and training. Topics range from strategic planning and problem solving to office and production area improvements and team building. He has consulted nationally and internationally for Fortune 500 and other companies.

From 1987 to 2004, Mr. Skinner worked as a consultant on Lean management systems and tools for Productivity, Inc., an international consulting and training organization. He worked in Japan and the U.S. with creators of the Toyota Production System, including Dr. Shigeo Shingo. He has presented at national and regional conferences for Productivity Inc., IEE, AME, Ohio State University, University of Dayton, Northwest Food Processors, and others, earning top ratings. The *New York Times* chronicled his work.

Prior to 1987, Mr. Skinner had fifteen years experience creating and managing a wide variety of organizations including: Director and Manager for local and nationwide drug prevention programs; Director of Treatment Services at a facility for people with mental retardation; Wellness Consultant; Director of hospital-based adolescent outpatient treatment program, community organizer and university instructor. He has developed and conducted training events for adult learners in a variety of businesses, industries, government and social service organizations, colleges and universities. He has worked on the factory floor. He managed a union facility. He has designed and taught courses including Organizational Behavior, and Understanding and Managing Human Behavior. Three programs he designed and implemented received national recognition.

Organizations he has worked with include Alcoa, Anheuser-Busch, Carleton College, Caterpillar, City of Northfield, Colgate-Palmolive, DuPont, Exxon, Ford, Fujisawa, GM, Girl Scouts, Goodyear, Harley-Davidson, Honda, Honeywell/Allied Signal, Intel, Kimberly-Clark, Lockheed, Maytag, National Institute on Drug Abuse, Nestle, Philippine Red Cross, Quad Graphics, Sony, Timken and Titleist.



Customer Centered Workshops Coming to Minnesota –

The Mankato Area Council for Quality is pleased to announce that our partner, the MN Council for Quality, is offering four thought-provoking, content-rich, and interactive workshops in the Twin Cities and Rochester this fall. These sessions were sold out in 2005 and 2006.

All workshops are presented by Robin Lawton, best-selling author and internationally-known consultant to world-class leaders in both industry and government. Rob is an engaging, top-rated speaker you won't want to miss. Don't even think about balanced scorecards, satisfaction surveys, Voice of Customer projects, strategic plans or getting out of boxes without attending at least one of these dates:

- October 23, 1-5:30pm: **Innovation Versus Stuff that Sucks** (Twin Cities)
- October 24, 8am-5pm: **8 Dimensions of Excellence** (Twin Cities)
- October 25, 1-5:30pm: **8 Dimensions of Excellence** (Rochester)
- October 26, 8am-5pm: **The 12 Voices of the Customer** (Rochester)

The first 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. 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!

It is not required to attend the first session, but you'll find it is the perfect lead in to **8 Dimensions of Excellence**. Consider how you'd 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, by yourself or with a team, about how to get all 8 cylinders working together like you never thought possible.

Participants of this session receive a complimentary autographed copy of Mr. Lawton's best-selling book (5-star rated on amazon.com), ***Creating a Customer-Centered Culture: Leadership in Quality, Innovation and Speed***.

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.

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. This humorous, high-content workshop interactively show you how to get inside the mind of your customers and uncover what they care most about. 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, (5) how to translate squishy perceptions into objectives measures and tangible product/service design criteria and much more.

Please go to <http://www.imtc3.com/events/UpcomingEvents.cfm> for registration and more information on these sessions. If you are a member of MAQC, indicate that you are a member of MCQ (they are honoring the member discount for all MAQC members!!).

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



**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 |
| 000967 | 8D Problem Solving Tools & Methods | 11/15/07 | H | 8a-4:30p | 8 | \$235 |
| 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
Laura Hardy ♦ 507/332-5802 ♦ laura.hardy@southcentral.edu

Annual ASQ Minnesota Quality Conference -- ASQ 10/15-16



The Minnesota Section of the American Society for Quality (ASQ), a partner of the Minnesota Council for Quality, is pleased to announce their 54th annual Minnesota Quality Conference on October 15-16 at the Minneapolis Airport Marriott.

The keynote presentation features Mary Griep, director of 3M's Lean Six Sigma Operations and Corporate Quality. Her talk is entitled "Building Value for Customers...with Lean Six Sigma and Entitlement Quality." Today's world is changing rapidly. The companies that are able to quickly adapt to the needs of their customers are winning the global battle for growth. Developing and equipping quality leaders with the right skills and process thinking is, and will be, a key factor in delivering sustainable business results.

In addition to Mary, Monday highlights include five concurrent sessions: Minnesota Quality Award and Baldrige, Six Sigma, Tools and Audits, Lean Topics, and Reliability. A luncheon discussion, "Choosing a Quality Attitude," will be delivered by Stephen Shaner. Tuesday's highlights include full-day workshops for more advanced and hands-on learning.

Cost for one day (ASQ or MCQ member) is \$275 or for non-members is \$325. Cost for both days is \$475 (member) or \$525 (non-member).

For more information or to register, visit <http://www.mnasq.org/MNQualityConference.htm>.

December Member Appreciation Topic?

The Section 1214 Leadership Committee needs your help - again. We are booking Mr. Kit Welchlin of Welchlin Communication Strategies as our guest speaker for the December Section meeting. Mr. Welchlin is a renowned speaker on time organization and management and motivation. He has many topics to choose from so we thought we would ask our members for help in picking a topic.

Question of the Month: Which of these topics would be of interest to you for our December Member Appreciation Meeting?

Welchlin Topics (click on a topic and go to his website for more details)

[Handling Difficult People: Dealing with People You Can't Stand](#)

[Communications across the Generations at Work: Traditionals, Boomers, Xers, and the Millennials](#)

[Listening: The Business of Communicating](#)

Email your preference / preferences to bharris@holmindustries.com by the middle of September. We will tally the votes and present a short list in the next newsletter.

Certification Schedule

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

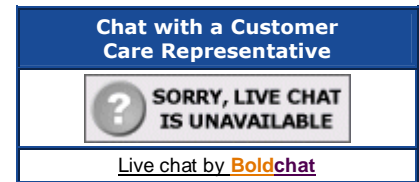
Exam Site Registration (2 sites available)

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 |
|--|----|---|
- 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.

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 | \$360 | \$210 |
| Calibration Technician - CCT | \$305** | \$155 |
| HACCP Auditor - CHA | \$360 | \$210 |
| Manager of Quality/Organizational Excellence - CMQ/OE | \$420 | \$270 |
| Quality Inspector - CQI | \$305 | \$155 |
| Quality Auditor - CQA | \$360 | \$210 |
| Quality Engineer - CQE | \$360 | \$210 |
| Quality Improvement Associate - CQIA | \$305 | \$155 |
| Quality Process Analyst - CQPA | \$305 | \$155 |
| Quality Technician - CQT | \$305 | \$155 |
| Reliability Engineer - CRE | \$360 | \$210 |
| Six Sigma Black Belt - CSSBB | \$390 | \$240 |
| Six Sigma Green Belt - CSSGB | \$305 | \$155 |
| Software Quality Engineer - CSQE | \$360 | \$210 |

*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 - 2005/2006

| Name | Contact Information | Committee Position |
|---|--|---|
| Lee Anderson Partners for Change PO Box 293 Owatonna, MN 55060 | Email: Leeander50@mac.com Phone: 612-963-2399 | Chairperson |
| John Moorhouse Northstar Quality, Inc. 45526 Linda Lane Kilkenny, MN 56052 | Email: john@northstarquality.com Phone: 507-279-3513 | Vice Chairperson |
| 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 |
| Minnie Dunbar Fleetguard Inc. 311 North Park, Lake Mills, IA 50450 | Minnie.dunbar@cummins.com Phone: 641-592-7395 Fax: 641-592-1315 | Treasurer Historian |
| Lisa Krause Northland Community & Technical College 1101 Hwy One East, Thief River Falls, MN 56701 | Lisa.krause@northlandcollege.edu Phone: 218-686-8092 Fax: 218-681-0821 | Marketing & Public Relations Internet Liaison Chair |
| Andy Kollengode Austin Packaging Company 2012 26th St SE, Rochester, MN 55904 | Email: akollengode@yahoo.com Phone: 507-433-6623 Fax: 507-433-9717 | Membership Chair |
| Brian Knutson South Central Technical College 1225 3 rd St SW, Faribault, MN 55021 | BRIAN.KNUTSON@southcentral.edu Phone: 507-334-3965 Fax: 507-332-5888 | Education Chair |
| Michael Oliszcak Fleetguard Inc. 311 North Park, Lake Mills, IA 50450 | Email: Michael.oliszcak@cummins.com 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: Russell.Scheller@LSUSA.com 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: bharris@holmindustries.com Phone: 507-354-3191 Fax: 507-354-3193 | Newsletter Editor Audit Chair |