



Hiawatha  
Section 1214

Serving Southern Minnesota and Northern Iowa

Serving Our Members Since 1984

Hiawatha Section 1214 - Our 25<sup>th</sup> Year  
www.asq1214.org

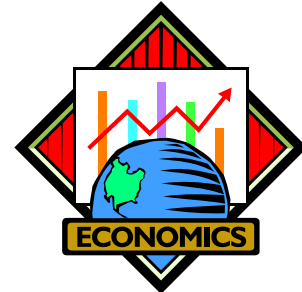


# October 2009

## Section 1214 Member Meeting – Oct 8<sup>th</sup>

**Topic:** The Economics of Quality

**Speaker:** Dr. John Fechter,  
Better Business Results, LLC  
& University of St. Thomas



“Quality is Free”. “Quality Makes Money”. “You get what you pay for”. “There’s never enough money to do it right the first time, but they always find money to fix it after it breaks.” Whether common clichés or book titles, we all live in a world where the Economics of Quality come into play. So, what are the Economics of Quality?

Dr. Juran focused on The Language of Things and The Language of Money. Design for Six Sigma focuses on better quality through simpler design, process capability, and using common instead of custom parts. Lean improvements aim to take out waste by eliminating the need for inspection, “just-in-case” backup inventory, and by taking out non-value-added steps. Six Sigma aims to find and remove the causes of defects and variation. All of these impact the Economics of Quality. John will talk about these, and the concept of Start, Stop, Keep when using quality metrics.

John is an optimization professional -- finding and fixing what stands in the way of quality, productivity, efficiency, and reduced costs. His consulting practice, **Better Business Results, LLC**, works to deliver better business results through continuous improvements. He was Lean Sigma Master Black Belt and Deployment Leader at Medtronic. Prior to that he was Senior VP of Continuous Improvement and Training at KeyCorp in Cleveland, and VP of Corporate Quality and Customer Satisfaction at Bull HN Information Systems, in Boston, and has also worked at Honeywell and NIST.

He teaches Strategic Quality Management at the Univ. of St. Thomas, and is Program Lead for UST’s Master of Science in Technology Management.

John holds a Ph.D. in Psychology (Ergonomics and Human Factors), is a CQA and CMQ/OE, and is a certified coach for Inside/Out Advantage-G.R.O.W. He has been a board member of ASQ Minnesota Section 1203 and was a Senior Examiner on the Malcolm Baldrige Board of Examiners.

**Location:** Cabelas, Owatonna  
**Date:** Thursday, October 8<sup>th</sup>  
**Cost:** \$20  
**Registration:** Email Lorraine Morris at [lmorris@goact.net](mailto:lmorris@goact.net) by **Monday, Oct 5th**

**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 – TBD
- ✓ December 10, 2009 Member Appreciation & Hiawatha Section's 25<sup>th</sup> 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.**

## **October Highlights**

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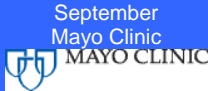
For more information, check out our website:

[www.asg1214.org](http://www.asg1214.org)



## Sponsors

June/July/August  
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October  
QC Inspection Services



November  
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December  
Northstar Calibration, Inc.



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South Central College



February  
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March  
Bureau Veritas



April  
OPEN

May  
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## This Month's Sponsor Profile



**QC INSPECTION SERVICES, INC.**  
Training/Consulting · Accredited Lab · QC Staffing

QC Inspection Services, Inc. has been providing the same three, very unique quality control and manufacturing related services for over 20 years.

[QC TRAINING AND CONSULTING](#) on our site and at our customers' facility...here is a list of courses we offer as public workshops and on-site offerings. In addition, our expert consultants can assist you in your accreditation endeavors from concept to certification!

**ASQ CERTIFICATION REVIEW SEMINARS**  
**AUTOMOTIVE INDUSTRY WORKSHOPS**  
**TECHNICAL WORKSHOPS**  
**ISO AUDITING WORKSHOPS**  
**SELF DIRECTED LEARNING VIDEOS**

[FIRST ARTICLE INSPECTION AND REVERSE ENGINEERING](#) in our ISO 17025 accredited dimensional inspection lab... We use 9 of the best state-of-the-art CMMs and we employ 8 CMI certified mechanical inspectors. We can also provide reverse engineering, digitizing and 3-D scanning services on these CMMs and on our very powerful white light scanner. If you have large parts, we can measure them on our portable FaroArm CMM on your site or ours!

[QC STAFFING SERVICES DIVISION](#) We provide temporary to permanent professionals in the area of manufacturing and quality for short or long-term projects. We provide Quality and manufacturing engineers and managers, Inspectors, technicians, Regulatory Affairs, and other manufacturing and quality positions.

We have a lot more very useful information on our web site, at [www.qcinspect.com](http://www.qcinspect.com). Please take a few minutes to look through our site, or feel free to give me a call at 800-959-0632. Also, if you would like to receive our monthly newsletter with articles, training dates and locations, please go to [www.qcinspect.com/optin](http://www.qcinspect.com/optin).

**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**

<b>COURSE ID</b>	<b>COURSE NAME</b>	<b>DATES</b>	<b>DAY</b>	<b>TIME</b>	<b>TOTAL HOURS</b>	<b>TUITION</b>
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**

<b>COURSE ID</b>	<b>COURSE NAME</b>	<b>DATES</b>	<b>DAY</b>	<b>TIME</b>	<b>TOTAL HOURS</b>	<b>TUITION</b>
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](mailto:brian.knutson@southcentral.edu)**  
**Laura Hardy ♦ 507/332-5802 [laura.hardy@southcentral.edu](mailto:laura.hardy@southcentral.edu)**



A new dance move??? No, just Lisa using her hands to emphasize a point!

## Effective Meetings: The Good, the Bad, and the Ugly September 17, 2009

Although it was a small crowd at the September section meeting, everyone had a good time. The deli staff at Cabelas delivered up a great meal and Lisa Krause presented a lively presentation on meeting effectiveness. Great questions were posed throughout as to how to get management buy in to use the tools she presented.

# October is National Quality Month

*National Quality Month Reinforces Critical Role of Quality in Every Industry*

*ASQ President Encourages Reflection on Current Quality Systems*

*(Reprinted from ASQ.org)*

Twenty-five years may have passed since National Quality Month was first proclaimed by President Ronald Reagan in 1984, yet there are still many quality-related issues we face on a daily basis—food safety, toy recalls, the mortgage industry crisis and the subsequent current financial turmoil. As a reminder of the critical role that quality can play in solving many cross-industry problems, it is important to recognize and celebrate the United States' commitment to quality during National Quality Month this October.

"One only needs to read the headlines we've seen over the past year to understand and acknowledge the critical importance that quality concepts and processes can play in today's business landscape," said Roberto Saco, president of ASQ. "I applaud the commitment of companies everywhere that are reaping the rewards of their quality systems, and encourage others to reflect on their current quality strategies to ensure they are optimized for future success."

National Quality Month focuses on the strategic importance of quality and continuous improvement. It also strengthens the commitment to quality and performance excellence by organizations across the country. Many organizations have created their own special events, and recognition programs, in an effort to convey the strategic impact of quality on every industry for National Quality Month.

Started by the American Society for Quality (ASQ) in 1984, October became National Quality Month with a joint resolution by Congress and a proclamation by President Ronald Reagan. In 1989, Congress and President George Bush reaffirmed the original legislation and recognized quality as a national priority. President Bill Clinton continued the tradition of presidential support with yearly letters that applaud ASQ's efforts in promoting quality awareness.

The American Society for Quality, [www.asq.org](http://www.asq.org), has been the world's leading authority on quality for more than 60 years. With more than 90,000 individual and organizational members, the professional association advances learning, quality improvement and knowledge exchange to improve business results, and to create better workplaces and communities worldwide. As a champion of the quality movement, ASQ offers technologies, concepts, tools and training to quality professionals, quality practitioners and everyday consumers, encouraging all to Make Good Great®. ASQ has been the sole administrator of the prestigious Malcolm Baldrige National Quality Award since 1991. Headquartered in Milwaukee, Wis., ASQ is a founding partner of the American Customer Satisfaction Index (ACSI), a prominent quarterly economic indicator, and also produces the Quarterly Quality Report.

# Minnesota Council for Quality Event

## 7 Principles to Fully Engage Your Customers -- Oct 21 (Twin Cities)



Times are challenging for all organizations. Which makes it even MORE important to focus on your customers -- to serve them, respond to their needs, provide products/services that are of value to them. Now, more than ever, it is critical to focus on customers to promote their satisfaction and engagement.

The Minnesota Council for Quality is pleased to offer a special half-day workshop on Wednesday, October 21: "7 Principles to Fully Engage Your Customers." The 3.5-hour workshop will be offered in the morning and then repeated in the afternoon in the Twin Cities, and will be facilitated by Bryan Williams, principle at B. Williams Enterprise LLC, a consulting and training firm that focuses on service excellence. Brian worked with the world-renowned Ritz-Carlton Hotel Company, LLC for almost 10 years, with his last role as Corporate Director of Training & Organizational Effectiveness.

This session will equip all attendees with the knowledge and skills needed to provide exceptional service in any industry. Specific topics covered include:

- \* Principle 1: Be eager to serve
- \* Principle 2: Be welcoming
- \* Principle 3: Create an inclusive atmosphere
- \* Principle 4: Create a total service experience
- \* Principle 5: Turn customers into ambassadors
- \* Principle 6: Offer a gracious goodbye
- \* Principle 7: Earn your customers' confidence

The workshop will provide tools, templates, and techniques that can be used to improve service on the front line, with internal customers, and throughout your organization. Times are tough, but investing in how you serve your customers will pay dividends now and in the future.

The 3.5-hour workshop will run the morning and repeat in the afternoon at a location in the Twin Cities to be determined. Cost is \$100 for Council members (\$200 for non-members). The workshop builds nicely from the free webinars we hosted in August and September, but attendance at the webinars is not required to benefit from the live session.

For more information, visit <http://www.councilforquality.org/specialevent2.cfm>.

To register, email [brian.lassiter@councilforquality.org](mailto:brian.lassiter@councilforquality.org) and state if you prefer morning or afternoon.

# ASQ Certification Schedule: 2009-2010

	Exam Date	Application Deadline	Late Application Fee (\$50) Deadline
<a href="#">Biomedical Auditor</a>	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
<a href="#">Calibration Technician</a>	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
<a href="#">HACCP Auditor</a>	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
<a href="#">Manager of Quality/Organizational Excellence</a>	October 14, 2009 Long Beach, CA <a href="#">Society of Women Engineers 2009 National Conference</a>	September 4, 2009	N/A
	October 17, 2009 Tucson, AZ <a href="#">18th Annual Audit Conference</a>	September 4, 2009	N/A
	October 17, 2009	August 21, 2009	September 2, 2009
	November 8, 2009 Chicago, IL <a href="#">International Conference for Software Quality</a>	October 2, 2009	N/A
	March 6, 2010	January 15, 2010	January 20, 2010
	March 6, 2010 New Orleans, LA <a href="#">22nd Quality Management Conference</a>	January 29, 2010	N/A
	October 2, 2010	August 6, 2010	August 18, 2010
<a href="#">Pharmaceutical GMP Professional</a>	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

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

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

	October 2, 2010	August 6, 2010	August 18, 2010
<a href="#"><u>Reliability Engineer</u></a>	October 17, 2009	August 21, 2009	September 2, 2009
	January 28, 2010 San Jose, CA <a href="#"><u>Annual Reliability and Maintainability Symposium</u></a>	January 4, 2010	N/A
	March 6, 2010	January 15, 2010	January 20, 2010
	October 2, 2010	August 6, 2010	August 18, 2010
<a href="#"><u>Six Sigma Black Belt</u></a>	October 14, 2009 Long Beach, CA <a href="#"><u>Society of Women Engineers 2009 National Conference</u></a>	September 4, 2009	N/A
	October 17, 2009 Tucson, AZ <a href="#"><u>18th Annual Audit Conference</u></a>	September 4, 2009	N/A
	October 17, 2009	August 21, 2009	September 2, 2009
	November 8, 2009 Chicago, IL <a href="#"><u>International Conference for Software Quality</u></a>	October 2, 2009	N/A
	January 28, 2010 San Jose, CA <a href="#"><u>Annual Reliability and Maintainability Symposium</u></a>	January 4, 2010	N/A
	March 6, 2010	January 15, 2010	January 20, 2010
	March 7, 2010 Phoenix, AZ <a href="#"><u>ASQ's 2010 Lean and Six Sigma Conference</u></a>	January 22, 2010	N/A
	October 2, 2010	August 6, 2010	August 18, 2010
<a href="#"><u>Six Sigma Green Belt</u></a>	October 14, 2009 Long Beach, CA <a href="#"><u>Society of Women Engineers 2009 National Conference</u></a>	September 4, 2009	N/A
	December 5, 2009	October 16, 2009	October 21, 2009
	January 28, 2010 San Jose, CA <a href="#"><u>Annual Reliability and Maintainability Symposium</u></a>	January 4, 2010	N/A

	March 7, 2010 Phoenix, AZ <a href="#">ASQ's 2010 Lean and Six Sigma Conference</a>	January 22, 2010	N/A
	June 5, 2010	April 16, 2010	April 21, 2010
	December 4, 2010	October 15, 2010	October 20, 2010
<a href="#">Software Quality Engineer</a>	October 4, 2009 Long Beach, CA <a href="#">18th Annual Service Quality Conference</a>	August 28, 2009	N/A
	November 8, 2009 Chicago, IL <a href="#">International Conference for Software Quality</a>	October 2, 2009	N/A
	December 5, 2009	October 16, 2009	October 21, 2009
	March 6, 2010 New Orleans, LA <a href="#">22nd Quality Management Conference</a>	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
- 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](mailto:help@asq.org).

# Certification Fees

Stand out as a quality leader in your organization with an ASQ certification next to your name. Enjoy the benefits of your membership\* in ASQ – save \$150 on the registration fee for any of our certification exams. That’s more than the cost of the annual membership fee! [Join now.](#) (Click on the Certification name to view more information.)

Certification	Fee	ASQ Member Fee
<a href="#">Biomedical Auditor - CBA</a>	\$390	<b>\$240</b>
<a href="#">Calibration Technician - CCT</a>	\$335**	<b>\$155</b>
<a href="#">HACCP Auditor - CHA</a>	\$390	<b>\$240</b>
<a href="#">Manager of Quality/Organizational Excellence - CMQ/OE</a>	\$450	<b>\$300</b>
<a href="#">Pharmaceutical GMP Professional - CPGP</a>	\$390	<b>\$240</b>
<a href="#">Quality Auditor - CQA</a>	\$390	<b>\$240</b>
<a href="#">Quality Engineer - CQE</a>	\$390	<b>\$240</b>
<a href="#">Quality Improvement Associate - CQIA</a>	\$335	<b>\$155</b>
<a href="#">Quality Inspector - CQI</a>	\$335	<b>\$155</b>
<a href="#">Quality Process Analyst - CQPA</a>	\$335	<b>\$155</b>
<a href="#">Quality Technician - CQT</a>	\$335	<b>\$155</b>
<a href="#">Reliability Engineer - CRE</a>	\$390	<b>\$240</b>
<a href="#">Six Sigma Black Belt - CSSBB</a>	\$420	<b>\$270</b>
<a href="#">Six Sigma Green Belt - CSSGB</a>	\$335	<b>\$185</b>
<a href="#">Software Quality Engineer - CSQE</a>	\$390	<b>\$240</b>

\*Regular, Associate, Student, Senior, and Fellow Members receive the discount. Discounts are not available on exam retakes.

\*\*Military fee is \$105.00. You must be an active member of the U.S. or Canadian military and submit a copy of your military identification with your application.

**Payment:** You must include payment with your re-certification journal. Do not send cash. ASQ will accept check, money order, bank draft, electronic wire transfer of funds, and credit card (VISA, MasterCard, or American Express).

**Please Note:** \$50.00 of your fee is an application fee and is not refundable.



## Section Leadership Committee 2009 – 2010 Fiscal Year

Pictured are the new Section Leadership Committee members representing ASQ Hiawatha Section 1214 which meets the 2<sup>nd</sup> Thursday of the month at Cabela's. For more information, log onto [www.asq1214.org](http://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
<b>John Moorhouse</b> Northstar Quality, Inc. 45526 Linda Lane, Kilkenney, MN 56052	<a href="mailto:john@northstarquality.com">john@northstarquality.com</a> Phone: 507-279-3513 Cell: 507-279-3513	Chairperson
<b>Minnie Dunbar</b> Cummins Filtration 311 North Park, Lake Mills, IA 50450	<a href="mailto:Minnie.e.dunbar@cummins.com">Minnie.e.dunbar@cummins.com</a> Phone: 641-592-7395 Fax: 641-592-1315 Cell: 641-420-8126	Treasurer Seminar Chair
<b>Lorraine Morris</b> Advanced Components Tech, Inc. 91 16th Street South P.O.Box 168, Northwood, IA 50459	<a href="mailto:lmorris@goact.net">lmorris@goact.net</a> Phone : 641-324-4262 Fax: 641-324-4285 Cell 641-425-5796	Secretary Arrangements Chair
<b>Lisa Krause</b> Owatonna Clinic – MHS 2200 26 <sup>th</sup> St NW, Owatonna, MN 55060	<a href="mailto:lolkrause@hotmail.com">lolkrause@hotmail.com</a> Phone: 507-446-5205 Cell: 507-339-8197	Newsletter Publicity
<b>Andy Kollengode</b> Mayo Clinic 200 First Street SW, Rochester, MN 55905	<a href="mailto:akollengode@yahoo.com">akollengode@yahoo.com</a> Phone: 507-255-8456 Cell: 913 461 7612 Fax: 507 255 9689	Certification Recertification
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