



e-letter



Section Dinner Meetings:

**September 15 – Tom Partridge:
Quality in Healthcare**
Note - this is one week later than our normal meeting date.

October 13 – Schell’s Brewery Tour

**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 - tbd

April – Annual Spring Semniar tbd

May – Spring tour - tbd

September Sponsor:

**Advanced
Component
Technologies, Inc.**

Inside this issue:

Thanks Dick Sunsdahl p 5

SCC Courses p 6

Exam Schedule p 9

Question of the Month:

Does the section newsletter provide you with information you find useful? What other information would you like to see included?

Respond to bharris@holmindustries.com

Last month’s question:

What technical topic would you be interested in for our April Seminar?

We had three responses:

- How about something on how to do business in global markets, especially China.

- I'd like something in the realm of vendor relations:
Potential vendor selection and prequalification,
Vendor qualification
Vendor monitoring & rating
Dealing with problem vendors

- I would really enjoy learning more about the tools that are available for understanding and controlling human error. Specifically, something on THERP or Poke Yoke would be great.

If you have any comments on these suggestions, or another topic, let us know - soon.

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 and find answers to your questions.

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

Chairperson's Corner

Greetings!

Although the lazy, hazy days of summer are quickly coming to an end, the Section 1214 Executive Committee has been working hard to set up informative, but fun programs for the coming year. We are striving to bring you a variety of presenters and topics and think that we have accomplished that task with the following programs:

1. For the first time ever, we will be having a presenter talk about quality in the healthcare arena. This should prove to be an interesting and thought provoking topic as we have always viewed quality from the manufacturing view point.
2. Brian Lassiter from the MN Council for Quality will be presenting on what the council has to offer us as a collaborative effort and explain the different quality awards available for organizations.
3. We are going to offer the Schell's Brewery tour again and see if we can get enough people to go on the trip this time. Last May, we didn't get enough people signed up to make it a go, so we are hoping this date works out better for everyone.

These are just a few of the many things we have planned for the new program year. Watch the newsletter for future updates and as always, let us know if you have any other topics that would be of interest to the group.

The board would like to take this opportunity to thank Dick Sunsdahl for the 20+ years that he has served on the board. On August 11th, we held a surprise "roast" for Dick at a special section meeting. We had a good time reminiscing with him and several of the past board members who showed up to help with the event. Dick was also presented with a national award from ASQ for his many years of devotion to the quality cause. We will miss his wit and wisdom at our board meetings and his dedication to quality and education. We wish him all the best in his retirement endeavors and hope that he comes to visit us whenever he gets a chance.

Lisa Krause

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

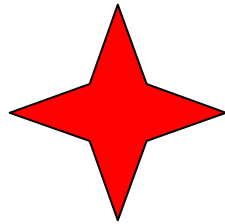
April
Kato Engineering

May
Blount, Inc.

June
Northstar Quality, Inc.

July
OPEN

August
OPEN



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.

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

john@northstarquality.com

to find out how your company can help.

September Program Quality in Health Care**Speaker Tom Partridge****Date** Thursday, September 15, 2005 (Note: this is the 3rd Thursday - this month only.)**Place** Cabelas
3900 Cabelas Drive
Owatonna, MN 55060**Time** 5:30 p.m. Registration/Networking
5:45 p.m. Dinner
6:45 p.m. Meeting/Speaker**Menu*** Ham, au gratin potatoes, tossed salad, green beans, roll, beverage, apple pie**Cost** \$20.00

* For special dietary needs, contact Lisa Krause (Spouses or guests are welcome at all meetings)

Reservations due by, 12:00 Noon, please contact:

Lisa Krause, Section Chairperson 507-645-6681 x4304

Or email at lisa_k_krause@malt-o-meal.com***About the September Program***

How can quality principles be applied to the healthcare industry? Do the traditional manufacturing quality tools work in healthcare? Come to the September Section Dinner Meeting and find out how quality tools have been used outside of manufacturing.

Even if you are not in the healthcare profession, this will be an informative look at applying quality practices in other areas.

Presenter:

Tom Partridge - A senior member, CQE and certified black belt 6-sigma has held positions in increasing responsibility from analyst and technician to product manager in various companies. Tom has always held high standards for himself achieving Eagle Scout as a young man and eventually completing a MBA at the University of St. Thomas. Recently he joined the Mayo Clinic as a quality engineer responsible for helping improve operational effectiveness of its many medical testing laboratories. He along with his team applied the principles of quality and lean manufacturing achieving some very significant results. Tom will share some of the stories around that improvement journey.

Testimonial Award Given to Dick Sundahl - 8/14/2005 7:37:15 PM

On Thursday night, August 11th, the Hiawatha Section 1214 Leadership Committee hosted a "Roast Dick Sundahl" party at Cabela's in Owatonna, MN, to recognize Dick Sundahl for his over 20 years of service to the section. This June, Dick retired from the Hiawatha Board after 20 years of service as the Newsletter Editor and Education Chair.

The night was capped off with Section Secretary and close friend Lorraine Morris presenting Dick with a framed certificate of the Testimonial Award from ASQ's national office, which read:

**AN APPRECIATION FROM THE MEMBERS AND DIRECTORS OF THE
AMERICAN SOCIETY FOR QUALITY**

This Testimonial Award is presented in recognition of Leadership and Distinguished Service

TO

Richard Sundahl

In recognition and appreciation for your outstanding enthusiasm, your vision, your persistence, and the impact you've had on all those who've benefited from your work as Newsletter Editor & Education Chair during over 20 years of service to the ASQ Hiawatha Section 1214, we give you this award as an expression of our thanks and our sincere wish for your continuing success as you retire from our section leadership.

Those attending the event included present and past Board members, as well as section members and close friends, including Gene Kispert, Mike O'Brien, Gayle Noakes, Pat Vizina, Bill Harris, Laura Hardy, Becky Miller, Brian Knutson, Lorraine Morris, Tanya Walters, Lisa Krause, John Moorhouse, Dick's friend Dave, Lorraine's father, and Dick's wife Elaine.

The "roast" included many personal and hilarious stories about Dick, his beer drinking preferences, and his car-pooling habits. Brian Knutson, former SCC coworker with Dick, presented his classic monolog routine to ensure the "roast" was well-done!

Please congratulate Dick at the October meeting, which is tentively planned as a tour of the Schell's brewery in New Ulm (we're sure Dick won't miss that one!!).





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

The Minnesota Council for Quality to Host 2005 Baldrige Regional Conference

The Minnesota Council for Quality, in partnership with the Baldrige National Quality Program and the Kansas Award for Excellence, is pleased to announce that Minnesota will be one of two host sites for the 2005 Baldrige Regional Conferences. Scheduled for Wednesday, September 28 (with a half-day pre-conference session on the 27th), the conference will offer a day of dynamic learning and networking with the 2004 Malcolm Baldrige National Quality Award recipients as well as Award recipients from prior years.

The 10 organizations visiting Minnesota in late September represent a collection of role model organizations from nearly all sectors. This is a tremendous opportunity to learn from the best in business - both manufacturing and service - as well as health care and education. Leaders from the following organizations will participate in the conference:

- * Robert Wood Johnson University Hospital Hamilton; health care; 2004 Baldrige recipient
- * The Bama Companies; manufacturing; 2004 Baldrige recipient
- * Kenneth W. Monfort College of Business; education; 2004 Baldrige recipient
- * Caterpillar Financial Services Corporation; service; 2003 Baldrige recipient
- * Community Consolidated School District 15 (Palatine, IL); education; 2003 Baldrige recipient
- * St. Luke's Hospital of Kansas City; health care; 2003 Baldrige recipient
- * SSM Health Care (St. Louis); health care; 2002 Baldrige recipient
- * University of Wisconsin-Stout; education; 2001 Baldrige recipient
- * Pearl River School District (New York); education; 2001 Baldrige recipient
- * Sunny Fresh Foods (Cargill); manufacturing; 1999 Baldrige recipient

Spend a day learning about these role model organizations' best practices and performance strategies in all seven Baldrige Criteria Categories.

The conference is an excellent way to network with and learn from Award recipients. You will undoubtedly discover valuable tips for applying Baldrige as well as hear other ways to improve your performance and strengthen your results.

Advance (before September 8) registration is \$445 (\$495 regular). An additional \$50 discount is available for faculty or groups of five or more registering at the same time. Special rates available for groups larger than 50 (please inquire to the Council directly before registering). A pre-conference workshop for Baldrige Beginners is planned for the afternoon of 9/27; registration is \$100 for those attending the conference (\$150 for those who are not).

Both events are at the Sheraton-Bloomington (formerly the Radisson South, Hwy 100 and 494). A block of rooms has been reserved at a special \$129 rate, but register before 9/6 to take advantage of the room discount.

For more information, visit

http://www.baldrige.nist.gov/2005_Regional/Regionals.htm or call 301-975-2036 (email nqp@nist.gov).

Or, contact:

Brian Lassiter

President, Minnesota Council for Quality

www.councilforquality.org

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.

Rochester Area Quality Council

Check out the Rochester Area Quality Council website - www.raqc.com - for details and registration information for their upcoming programs:

September 13th - RCTC's Quality Journey to their 90th Anniversary, and
October 4th - John Miller, author of "QBQ! Question Behind the Question" on.
Register today!

Connie Kurth
Marketing & Administrative Assistant
Rochester Area Quality Council

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>

(42.7 percent of all statistics are made up on the spot)

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	August 19, 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
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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

How do you tell when you're out of invisible ink?