



September 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 7:00 PM

- ⇒ September 14 – Tour: Sage Company, Faribault
- ⇒ October 12 – Food Safety / ISO 22000
- ⇒ October 26 – Process Audits - Hutchinson
- ⇒ November 9– MN Quality Award Recipient: ISJ Hospital
- ⇒ December 14 – Member Appreciation
- ⇒ January 8 – Joint ASQ / APICS,
- ⇒ February 8 - TBD
- ⇒ March 8 - TBD
- ⇒ April – Annual Spring Seminar – TBD
- ⇒ May 10– TBD

September Sponsor:



September Highlights

The Inside Story:

September Section Meeting: Tour of Sage Electrochromics	p 3
RABQSA Certification Offering	p 4
South Central & Ridgewater College class offerings	p 5
Become a Minnesota Quality Award Assessor	p 6
Minnesota Quality Conference October 9 – 10	p 7
Certification Exam Deadlines	p 8
Section 1214 Officers for 2006/2007	p 10

This Month's Sponsor Profile

NORTHSTAR QUALITY



Your Guide To Success

45526 Linda Lane

Kilkenny, MN 56052

507-279-3513

www.northstarquality.com

Northstar Quality, Inc. works in partnership with South Central Technical College to promote and present the Hiawatha Section 1214 sponsored quality training workshops at the SCTC Faribault campus. As a supporter of the Hiawatha Section 1214, we are pleased to sponsor the Hiawatha Section 1214 Newsletter & Website.

Northstar Quality, Inc. guides local businesses to achieve bottom-line results by:

- ✧ Providing training, auditing, and consulting services to help you implement and improve your quality management systems (QMS).
- ✧ Bringing you insights and a balanced perspective, as we are actively involved in registrar auditing, systems implementation, problem solving, auditor training, and quality systems training.
- ✧ Taking a "business first" approach. We keep focused on the needs and profitability of your business.
- ✧ Keeping it simple. Working quickly and efficiently within the framework your organization. Use our experience to apply innovative methods to minimize documentation and resources, and streamline processes.
- ✧ Giving your employees knowledge to confidently and independently manage the quality system after the consultant leaves, giving you value for your investment that you can build on into the future.

Our Capabilities:

- ✧ Training Workshops: Understanding & Implementing ISO 9001, Internal Auditor Skills, ISO/TS 16949 Implementation, FMEA, SPC & Statistical Tools, Gage R&R, Supplier Management, Problem Solving Tools & Methods, Introduction to Quality, Project Management, etc. Customized workshops are always available.
- ✧ Areas of Experience: Automotive, electronics, medical devices, agriculture, heavy duty truck, construction, recreational vehicles, tooling, food processing, packaging, distribution, aerospace, military, industrial goods, consumer products, metal working, finishing, and heat treating.
- ✧ Expertise Includes: Quality management systems (ISO 9001, QS-9000, ISO/TS 16949, FDA/QSR, etc.), auditing, documentation, improvement tools and methods, statistical tools, gauging and measurement, problem solving, customer relations, etc.

Northstar Quality's Personnel:

- ✧ Our team members are experienced business professionals, with approximately 80 years of hands-on shop floor experience in manufacturing, processing, service, and distribution industries.
- ✧ In addition to being RAB trained and certified as QMS auditors, we also hold ASQ certifications including Certified Quality Manager, Certified Quality Engineer, and Certified Quality Auditor.

Please call for a free consultation to discuss how we can guide you to success.

John Moorhouse, President

john@northstarquality.com

507-279-3513

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

September Section Meeting Program

[Tour of SAGE Electrochromics](#)

Location: One Sage Way
Faribault, MN 55021

Directions:

Heading North on MN Highway 21 (aka Lyndale Ave.), go right on 30th Street (east)
*if Heading South on 21, take a left onto 30th Street *
At Park Avenue, take a left on Park Avenue (actually a fork – keep left)
Sage is the last building on the left

Date: September 14th 2006 (Thursday)

Schedule: 5:30pm - Tour Starts

Snacks after the tour

Cost: FREE

Registrations:

Please contact Lee Anderson lee.anderson@bevcomm.net

by Monday, September 11, 2006

About Sage:

SAGE is a privately-held company located just south of the Twin Cities. We refer to our location as the "Silicon Valley of the Window Industry" (we call it that because Andersen, Marvin, Pella, Hurd, Kolbe & Kolbe, Viracon and Cardinal are all within our tri-state area.) Our address is One Sage Way, Faribault, Minnesota, 55021. Our telephone number is 507.331.4848.

Since SAGE's incorporation in 1989, our charter has been to develop, test and manufacture electrochromic glass products suitable for the building industry. Today we are the product leader in this relatively new field of electronically tintable glass.

SAGE has been recognized worldwide for its technology, which has been referred to by many in the construction community as the "only one" suitable for the building window industry. Most recently, SAGE was honored with a [Crystal Achievement award](#) for most innovative glazing technology from Window and Door magazine.

(What the heck is electrochromic? I have no idea. I better attend! – ED)

RABQSA CERTIFICATION OFFERING FOR ALL ASQ CHA's

RABQSA certification for ASQ Certified HACCP Auditors

RABQSA has formally recognized the ASQ Certified HACCP Auditor as meeting the competency requirements for the RABQSA Accredited Provisional Food Safety Auditor Certification and the RABQSA HACCP Practitioner Certification knowledge requisites. RABQSA certification is endorsed by ASQ and CHA's are encouraged to apply.

Provisional Food Safety Auditor Certification with RABQSA only requires you to complete your details and pay the discounted annual fee.

HACCP Practitioner Certification requires you to successfully complete the simple evaluation process, after which you will receive RABQSA International HACCP Practitioner Certification.

Benefits of choosing to be certified by RABQSA

1. Your certification is recognized internationally as our certification schemes are developed in compliance to the International Standard ISO/IEC17024:2003.
2. These certification schemes have been developed by industry, providing confidence in your ability to meet their needs and add value.
3. Many industries now demand or recognize RABQSA certification as a pre-requisite for successful employment or contracts, making your certification the preferred choice.
4. Your certification has been developed with your career development in mind, allowing you to use your certification to plan and achieve your employment goals.
5. RABQSA International certification delivers the right people, with the right abilities, to achieve the right outcomes.

RABQSA creates value for you and your customers.

We design, develop, and deliver personnel and training certification services relevant to your industry. Our certification services are designed to be quick and easy, consistent and relevant to the needs of industry.

We create and maintain value to industry, our certified professionals and training providers, by ensuring that our certification remains relevant to industry and compliant to international standards. RABQSA strives to bring you the latest information about certification and industry advancements through its online magazine [*e-momentum*](#).

Contact

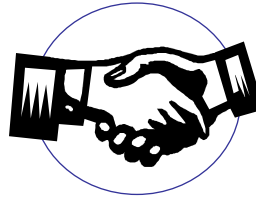
Monique Inman, Certification Coordinator minman@rabqsa.com

Website: www.rabqsa.com



**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

Laura Hardy ♦ 507/332-5802 ♦ laura.hardy@southcentral.edu

Ask about our Partners in Quality member discounts

Join the 2006 Board of Evaluator - Fall Training Dates Set

Are you interested in learning more about what makes organizations successful? Are you interested in helping other organizations -- such as schools, hospitals, non-profits, and businesses -- around the state improve their performance? Would you be interested in networking, learning, and sharing with others who feel the same way?

The **Minnesota Council for Quality** is seeking candidates for the 2006 Minnesota Quality Award Board of Evaluators. There are many benefits to becoming an Evaluator, such as:

- * strengthening your ability to understand what factors drive organizational results,
- * networking with peers across the state,
- * forming deep relationships with professionals and leaders interested in organizational improvement,
- * reviewing performance of organizations throughout the state (possibly identifying best practices for your organization), and
- * developing other professional skills such as analysis, consensus- and team-building, interpersonal, written communication, interviewing, and systems thinking.

Many Evaluators consider the experience to be among the most valuable of their careers. Furthermore, Evaluators can earn post-graduate credit for participating in training. For interested Evaluators, the University of Wisconsin-Stout will offer three (3) hours of credit in partnership with the Minnesota Council for Quality.

If you are interested in joining the 2006 Board of Evaluators, the fall training session will be **October 3-5** (in Roseville). In addition to the full three-day training session, new Evaluators are also required to attend a one-day orientation (either September 7, 12, or 13).

Applications for new Evaluators are due 9/1. Applications for returning Evaluators (which only require updates from your most recent application) are due 9/22.

We hope that you would consider (re)joining the Board of Evaluators and/or encourage others to do so. For more information or for an application, please visit www.councilforquality.org/assess.cfm, email us at kathryn.mackin@councilforquality.org, or call 612-462-3577.

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

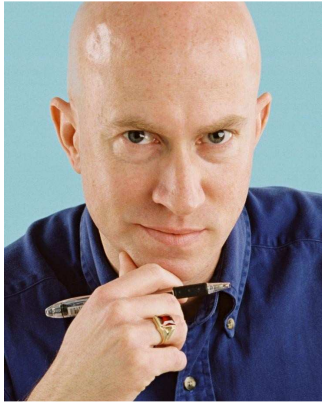
Minnesota Council for Quality www.councilforquality.org

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

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

**53rd 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:

	One Day	Two Days
Member:	\$300	\$500
Non-member:	\$350	\$600

Contact us:

Minnesota Quality Conference Offices

651.779.1824

mnqualconf@mnasq.org

**MORE INFORMATION AND ON LINE REGSITRATION AVAILABLE
AT: WWW.MNASQ.ORG**

Certification Schedule

Effective November 28, 2005

Contact our Certification Chair, Michael Oliszcak, at 641-592-7295 or 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

2005 Certification Exam Dates & Application Deadlines		
Certification	Exam Date	Application Deadline
CQA-Biomedical, CHA, CRE, CQT, CMI, Certified Quality Manager (<i>will be replaced with new Manager of Quality / Manager of Organizational Excellence; MOQ/MO in 2006</i>), CSSBB	October 21, 2006	August 18, 2006 Past Due
CSQE, CQIA, CCT, CQE, CQA	December 2, 2006	October 6, 2006

CQE = Certified Quality Engineer	SQE = Certified Software Quality Engineer
CQA = Certified Quality Auditor	CQT = Certified Quality Technician
CQM = Certified Quality Manager	CMI = Certified Mechanical Inspector
CRE = Certified Reliability Engineer	CCT = Certified Calibration Technician
CQIA = Certified Quality Improvement Associate	CHA = Hazard Analysis & Critical Control Point (HACCP) Auditor
CSSBB = Certified Six Sigma Black Belt	

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: lee.anderson@bevcomm.net 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 Internet Liaison
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.e.dunbar@Fleetguard.com Phone: 641-592-7395 Fax: 641-592-1315	Treasurer Historian
Lisa Krause Malt-O-Meal 701 West 5 th St, Northfield, MN 55057	lisa_k_Krause@malt-o-meal.com 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: ppprabhakar@rocm.com Phone: 507-753-3960	Internet Liaison Chair
Andy Kollengande 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: moliszcak@charter.net 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