



**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](http://www.asq1214.org)



# September 2009

## Section 1214 Member Meeting

**Topic: The Good, the Bad and the Ugly:  
How to Conquer the Ineffective Meeting**

**Speaker: Lisa Krause, Owatonna Clinic - MHS**



There are over 25 million meetings held every day in corporate America. Roughly half of that time is wasted by ineffective meeting practices. Can companies afford to keep investing in meetings that do not accomplish their goals, fail to meet company objectives, and disengage employees from their work? In this presentation, Lisa will explain the dilemma of ineffective meetings, give practical tips on how to make meetings more effective and explain how the Owatonna Clinic is using practical tools to make meeting time more productive.

Lisa Krause is currently a training and development specialist at the Owatonna Clinic – MHS. She has facilitated and participated in meetings (both at work and as an ASQ volunteer) for over 30 years. She is passionate about educating people on time management and the many tools available to help people manage their most valuable resource - time. Lisa holds a Master's Degree in Organizational Management and a BS degree in Business and Industrial technology and is a Franklin Covey certified facilitator in Project Management. She also holds many ASQ certifications including the CQIA, CQA, and CHA. She currently serves on the ASQ Hiawatha Section Leadership committee and is the ASQ Deputy Regional Director for Region 12.

**Location**\*: Cabela's, Owatonna

**Date**\*: **Thursday, September 17<sup>th</sup> (Note date change)**

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

5:45 pm – Dinner

6:45 pm - Presentation

**Cost**: \$20

**Registration**: Please contact Lorraine Morris at [lmorris@goact.net](mailto:lmorris@goact.net) by **Monday, September 14<sup>th</sup>**

**2009-10 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 6:45 PM

Mark these dates for the coming year:

- ✓ September 17, 2009 Effective Meeting Practices - Lisa Krause
- ✓ October 8, 2009 -
- ✓ November 12, 2009 –
- ✓ December 10, 2009 Member Appreciation & Hiawatha Section's 25 Anniversary
- ✓ January 14, 2010 Joint Meeting with APICS –
- ✓ February 11, 2010 –
- ✓ 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.

September Sponsor:

## September Highlights

<i><b>The Inside Story:</b></i>	<i><b>Page</b></i>
Section Meeting	1
Sponsor of the Month – Mayo Clinic	3
SCC Fall Class Schedule	4
Mayo Conference	5
RAQC September Event	6
MN 1203 Workshop	7
Certification Exam Schedule	9
Certification Fees	15
New Section Leadership Committee Picture	17
Section Leadership Committee Contact Info	18

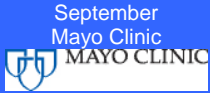
For more information, check out our website:

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



## Sponsors

June/July/August  
OPEN



October  
QC Inspection Services



November  
Malt - O - Meal



December  
Northstar Calibration, Inc.



January  
South Central College



February  
Wenger



March  
Bureau Veritas



April  
Kato Engineering



May  
Northstar Quality, Inc.



# This Month's Sponsor Profile



Mayo Clinic is the first and largest integrated, not-for-profit medical group practice in the world. Doctors from every medical specialty work together to care for patients, joined by common systems and a philosophy of "the needs of the patient come first." More than 3,600 physicians, scientists, researchers and 50,000 allied health staff work at Mayo, which has sites in Rochester, MN, Jacksonville, FL and Scottsdale/Phoenix, AZ. Mayo Clinic also serves people in 70 communities in Minnesota, Iowa and Wisconsin through a family of clinics, hospitals and other health care facilities known as the Mayo Health System. Collectively, these locations treat more than 3 million people each year. Our patients and staff can access the expertise of Mayo Clinic in practice, education and research.

Mayo Clinic offers educational programs and training opportunities on three campuses to those pursuing careers in medicine, research and health sciences. The Mayo Clinic College of Medicine includes five schools; Mayo School of Graduate Medical Education, Mayo Graduate School, Mayo Medical School, Mayo School of Health Sciences and Mayo School of Continuous Professional Development.

Biomedical research at Mayo Clinic includes outstanding programs in laboratory science which leads to new treatments and a better understanding of disease and clinical research. These critical elements help Mayo translate research breakthroughs quickly to the care of patients. Most medical staff at Mayo participates in research activities in addition to their medical practice.

At Mayo Clinic, we focus significant time and resources on the education of quality improvement. We do this for one reason - so individuals and teams can find new and improved ways to work together to provide the best care for every patient every day. To meet that need, the Quality Academy was established in August, 2006, to develop and deliver a broad-based quality management curriculum for Mayo Clinic staff. Quality Academy provides a portfolio of quality improvement courses, monthly Quality and Safety Forums, and the yearly Conference on Quality, Safety & Service.

**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)**



Mayo School of Continuous Professional Development

**14th Annual  
Mayo Clinic Conference on  
Quality, Safety and Service**

A FOCUS ON HUMAN FACTORS AND MEDICAL ERROR

**September 29 – 30, 2009**



## **Registration now open for Mayo Clinic Conference on Quality, Safety and Service**

Register now for the 14th-Annual Mayo Clinic Conference on Quality, Safety and Service, which will be held Sept. 29–30. This year's program will focus on human factors and medical errors, and feature nationally recognized faculty in health care quality, patient safety, service, and patient/family-centered care.

There will be keynote presentations on Tuesday, Sept. 29, and specific tracks for Patient Outcomes, Safety/Human Factors, Service and Patient-Family Center Care on Wednesday, Sept. 30. Participants will be able to attend presentations in each track throughout the day. In addition, over 130 storyboard presentations will highlight the many quality improvement initiatives implemented throughout all Mayo Clinic departments and clinical areas.

Complete program, faculty and registration information is available [online](#) or check out [asq1214.org](http://asq1214.org) for a link to the Mayo website.

## Rochester Area Quality Council (RAQC) 9/10/09

### **Leadership Lessons at the RAC**

Since Adam and Eve had the first difficulty on the job thousands of years ago, certain behaviors and situations remain constant. Hear what they are! Some ideas are opinions; some concepts are laws.

The Rochester Area Quality Council, an affiliate of the Minnesota Council for Quality, is pleased to announce their Sept 10 program "Leadership Lesson from 20 Years of Management: Rochester Athletic Club." The session will be led by Greg Lappin, CEO of RAC. Greg will discuss principles -- laws -- that are valuable to a leader in any business. Fun will be the focus.

**Speaker:** Greg Lappin, CEO, RAC

**Date:** Thurs, Sept 10 (7:30-9:00)

**Location:** RAC (tours and day passes included!)

**Cost:** \$0 members; \$10 partners/students; \$20 non-members

Space is limited. To register, contact [jennifer.burmeister@councilforquality.org](mailto:jennifer.burmeister@councilforquality.org) or or 507-213-8132 before Sept 4.



## Go back to school with MNASQ

The Minnesota Quality Conference Committee  
presents fall workshops

Join us September 21, 2009

Earle Brown Heritage Center, Mpls

Your choice of two - full day, value - laden workshops:

### WORKSHOP ONE

Dennis Arter: The Audit guy of Columbia Audit Resources

Integrated Systems: The Future of Auditing

Organizations can no longer afford to maintain separate quality, environment, safety and security groups. They all offer ways to reduce risks and increase value. Auditing can also support this movement. Through a series of lectures and group workshops, you will define an integrated management system. Then you will use contemporary process study tools to develop truly useful audit checklists. By discovering patterns in audit data, you will learn how to present reports that address business performance. The day will conclude with an examination of the future - of everything, not just auditing. We will explore accelerating technology change and the increasing intelligence of machines. How can auditors continue to add value in this environment?

You already know how to audit. You know about flowcharts and checklists and interviews and reports. It is time for new challenges. You will mix and mingle with other auditors and managers, from different business sectors, under the guidance of a leader in the profession. This is a master class, so come prepared to **think** and **learn** and **contribute**.

**Dennis Arter** is an independent consultant and trainer. He instructs large and small firms in the fields of quality auditing and quality systems. Dennis has served clients in the fields of government, manufacturing, chemicals, energy, food, research, aerospace, finance, medical devices, pharmaceuticals, and health care. He has been auditing since 1975. He is the author of the classic text *Quality Audits for Improved Performance*, an ASQ Quality Press best-selling publication.

### WORKSHOP TWO

Forrest W. Breyfogle, III: Smarter Solutions, Inc.

Achieving Enterprise Excellence:

Going Beyond Lean Six Sigma & the Balanced Scorecard: IEE

The Integrated Enterprise Excellence (IEE) system combines the best practices of quality tools and methods like Lean Six Sigma with innovative analytical techniques to **drive** financial and operational **success** at the enterprise level and achieve the three R's of business. This is everyone doing the Right things and doing them Right, at the Right time. This workshop highlights key Integrated Enterprise Excellence concepts and introduces new strategies. Then it reviews the best practices in Lean, Six Sigma combined with the use of the Balanced

Scorecard. With each method the advantages and issues are discussed by an interactive method with the participants.

Organizations have gained much from Lean and Six Sigma improvement efforts. Lean Six Sigma and Total Quality Management (TQM); other process improvement efforts have helped organizations improve through the 1990s. These efforts often occur in silos, hence the benefits may not be felt at the big picture executive level. Because of this, when financial times get tough, Lean Six Sigma programs find that their efforts may also be downsized. Even Black Belt and Master Black Belt process improvement practitioners have been laid off.

Taking all the information discussed, the group will be led through discussions that will result in a unique way of looking at the enterprise business performance. The relationship between business improvement efforts and Lean Six Sigma is built in a scenario that will clearly become the next phase of business improvement, Integrated Enterprise Excellence (IEE).

**Extra Bonus for this workshop:** You will receive **4 Breyfogle Books valued at over \$200** for attending this workshop!

**Forrest Breyfogle** has established himself as a leading edge thinker, a prolific author, an innovative consultant, a world-class educator, and a successful business executive. His work is documented in eleven books and over 90 articles on the topic of quality improvement, which includes his most recent series of books titled *Integrated Enterprise Excellence*. He was awarded the Crosby Medal for *Implementing Six Sigma*. Forrest is currently located in Austin, Texas where he founded Smarter Solutions, Inc.

**Presented at Low Cost to you and your company!**

\$249 ASQ Members or \$299 Non Members Register by September 14 th.

**Earle Brown Heritage Center, Minneapolis, MN**

For more details & registration visit: [www.mnasq.org](http://www.mnasq.org).

# 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, Kilkenny, 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
<b>Brian Knutson</b> South Central College 1225 3 <sup>rd</sup> St SW, Faribault, MN 55021	<a href="mailto:Brian.knutson@southcentral.edu">Brian.knutson@southcentral.edu</a> Phone: 507-332-5874 Fax: 507-332-5888 Cell: 507-323-4167	Education
<b>Michael Oliszcak</b> Cummins Filtration 311 North Park, Lake Mills, IA 50450	<a href="mailto:Michael.oliszcak@cummins.com">Michael.oliszcak@cummins.com</a> Phone: 641-592-7295 Fax: 641-592-1315 Cell: 952-210-5586	Vice Chair
<b>John Rollins</b> Kato Eng, Inc., PO Box 8447 2075 Howard Dr., N. Mankato, MN 56003	<a href="mailto:john.rollins@emerson.com">john.rollins@emerson.com</a> Phone: 507-345-2742 Cell: 507-382-4412	Internet Liaison Historian Voice of the Customer Chair Fun Activities Chair
<b>Nicole Husske</b> Cummins Filtration 311 North Park, Lake Mills, IA 50450	<a href="mailto:Nicole.w.husske@cummins.com">Nicole.w.husske@cummins.com</a> Phone: 641-592-7399 Fax: 641-592-1330 Cell: 641-390-0503	Programs Chair Audit Chair
<b>Ed Lyons</b> SPX Corp. 655 Eisenhower Dr, Owatonna, MN 55060	<a href="mailto:Ed.lyons@spx.com">Ed.lyons@spx.com</a> Phone: 507-451-7052 Cell: 507-213-7645	Membership Chair Nomination Chair