

La Crosse - Winona

Section Newsletter

February, 2007

February Meeting: Tour Winona Health

Quotes:

It is a capital mistake to theorize before you have all the evidence. It biases the judgment.

—Sir Arthur Conan Doyle

An idealist is one who, on noticing that a rose smells better than a cabbage, concludes that it will also make better soup.

—H.L. Mencken

The great tragedy of science--the slaying of a beautiful hypothesis by an ugly fact.

— Thomas Huxley

Quality Link of the Month:

www.freequality.org



Location: Winona Health
855 Mankato Avenue, Winona, MN
When: Tuesday, February 20, 5:30pm
Phone: 507-457-4161

Winona Health is a locally owned and operated nonprofit organization whose primary mission is to meet the lifelong healthcare needs of the Winona, Minnesota, regional community. Currently, more than 50 physicians in 13 specialties, 930 staff members, and 350 volunteers serve the community's healthcare needs through Winona Health's affiliates.

When arriving, please use the main hospital entrance by our Emergency Department Entrance. This is also the entrance by our gift shop.

The tour will be given by Jennifer Olson who is the Community Relations & Development Coordinator at Winona Health.

We will tour the new facilities at Winona Health. Then we will be treated to a presentation about their recent and ongoing activities in Lean Principles and Performance Excellence. Please join us at Perkins for dinner following the tour.

5:30 - 6 pm	Building Tour (we'll divide into two groups)
6 - 6:30	Presentation of Lean Principles and Performance Excellence
6:30 - 6:45	Q&A
7:00	Dinner at Perkins

The meeting cost is \$15.00 for members, \$8.00 for student members. Please RSVP by replying to the E-vite, or you can contact Alan Spalding directly at: alan.spalding@bench.com

Upcoming Events for the 2006-2007 Year

The following is a list of tentative upcoming events for the 2006-2007 year. Meetings will be held on the 3rd Tuesday of each month, unless otherwise noted.

4/17/07 – April – tour
5/17/07 – May – Spring Conference – tentative (Thursday)
5/19/07 – June – Annual celebration meeting – Marv Seppanen's winery

Preparing for Certification

During our section's January meeting Jim McLinn member of the Minnesota ASQ section presented some of these tips for preparing for ASQ certification tests.

- ☆ Start 6 to 8 weeks before any exam and study at least 5 hours a week.
- ☆ Obtain a reference resource to help prepare for the specific certification you are testing for. The Indiana Council's primers are one of those sources and information about them can be found in Quality Progress. The primers include sample questions. and solution tests can also be purchased.
- ☆ Take the practice tests as you go along. Grade yourself at the end and study the areas you did poorest. Do 20 -30 sample questions each week before the exam.
- ☆ More than a week before the exam, sit down with a complete practice test and take it like a real test.
- ☆ It is best to work with another person or attend an active class.
- ☆ You need to be proactive.
- ☆ The ASQ website also offers tips and Frequently Asked Questions at www.asq.org/certification/faq/index.html

In the future the La Crosse Winona Section will be e-mailing a survey regarding interest in the certifications and the possible types of educational opportunities. This will help the section to identify future educational opportunities we can bring to the section.

Glenn Nastachowski
Education Chair

QC Inspection to Offer Courses in MN

Courses to be held in February and March:

Here's our lineup of courses for Feb and March timeframe in Burnsville, Minnesota. If you or a co-worker would like to attend any of these workshops, please go to www.qcinspect.com/register. The prices and course descriptions for these are at www.qcinspect.com/calendar. Just use the search box to locate the course you're interested in.

Technical/Six Sigma/Automotive courses:

Measurement Uncertainty one-day Overview, February 27, \$425
Measurement Uncertainty Budgets, February 27-28, \$795
Print Reading for Industry, March 5-6, \$795
Technical or Shop Math, March 1, \$425
GD&T One-Day Management Overview, March 7, \$425
GD&T Fundamentals, March 7-9, \$1150
GD&T Advanced Concepts, March 12-14, \$1150
Basic Dimensional Measurement Tools, March 15-16, \$795
SPC Fundamentals, March 26-27, \$795
SPC Advanced Concepts, March 28-29, \$795
Production Part Approval Process (PPAP), March 30, \$425
Advanced Product Quality Planning (APQP), March 12-13, \$795
Process Failure Mode Effects Analysis (PFMEA), March 14, \$425
Design Failure Mode Effects Analysis (DFMEA), March 15, \$425
CMM Programming, offered monthly...see our schedule, \$975
Fundamentals of Minitab, March 20-21, \$795
Measurement Systems Analysis (MSA), March 22-23, \$795
Design of Experiments, March 28-29, \$795

Auditing: Process Driven Comprehensive Auditing, March 28-29, \$795

Notes from the National Director

I was in Salt Lake City, UT two weeks ago for my second face-to-face board meeting as a National Director. Each time we meet, I am struck by the commitment that both the

member leaders and staff have to the American Society for Quality and to the quality profession in general. There is a strong focus on building ASQ as a community. Do you know the ASQ vision statement? I won't claim to have it memorized! You can find it online at <http://www.asq.org/about-asq/who-we-are/index.html>. Some of the work we do at board meetings is just routine – approving procedures with little discussion. However, the important work is providing input to the staff on strategic planning, and giving them feedback to help align the business plan with the vision. The strategic planning process is an ongoing one, which enables the organization to react to changes in the global dynamic. We work on this at each face-to-face meeting at a minimum. I know that the vision speaks to me personally, both as a quality professional, and as an ASQ member. I hope that it also speaks to you.

If you have questions about the strategic planning process, or any other questions about the national board and how it works, please feel free to contact me.

Yours in Quality,



ASQ's Vision

By making quality a global priority, an organizational imperative, and a personal ethic, the American Society for Quality becomes the community for everyone who seeks quality concepts, technology, and tools to improve themselves and their world.

You can help ASQ determine future WCQI locations. If you have not already responded to the survey, visit <http://www.asq.org/mr/wcqilocationsurvey.html>.

Seminar: Human Error Prevention

ASQ Hiawatha Section 1214 & South Central College bring you Human Error Prevention – all in a one-day seminar!

ASQ Hiawatha Section 1214 and South Central College have collaborated for many years to bring technical and professional training and seminars to our area. We are pleased to continue this strong joint effort by sponsoring Human Error Prevention presented by Ben Marguglio. This seminar provides the most current developments in the field of human error prevention and has value for a wide range of professionals.

Learn how to recognize error-inducing conditions and error-likely situations, and how to eliminate them. Learn behavioral tools and techniques (for individual contributors, supervisors and managers) to counteract those error-inducing conditions and error-likely situations in your work place.

Schedule:

8:00 am: Registration
8:30 am: Human Error Prevention
12:00 pm: Lunch Provided
12:30 pm: Continue Human Error Prevention
4:30 pm: Wrap Up

Seminar Fees: \$270 + \$25 for materials = \$295

As our partners, members of APICS SOMN Chapter, ASQ Sections 1203 & 1214, Minnesota Council for Quality & SME Southern MN Chapter 162 receive a 10% discount on registration: \$243 + \$25 = \$268 OR...Take advantage of the quantity discount – one free registration with every four paid and save \$270! (No discount on materials)

Early Bird Registration: Register by April 4th and you could win a \$50 Cabela's gift certificate.

JOB POSTINGS:

Benchmark Electronics, Inc. - There are several positions open in the Engineering departments at the Winona facility:

(Design) Hardware Engineering Leader (W07-005)
(Design) Sr. Mechanical Eng-New Brighton(W07-006)
Process Engineer - 2nd shift (W07-004)
Supplier Development Engineer (W07-011)
Supplier Development Engineer (W07-012)
Test Technician - 2nd Shift (W07-008)
Test Technician - 2nd Shift (W07-009)

Please visit the website to view postings and contact information:

http://www.bench.com/viewer/employment_listings.asp?Location=Winona%2C+MN

2006-2007 LA CROSSE - WINONA SECTION BOARD ASQ SECTION 1216

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Our Sponsor:



PLEASE CHECK OUT THE SECTION WEBSITE AT:

<http://www.asq1216.homestead.com/>

HUMAN ERROR PREVENTION

Human Error Prevention is among the greatest contributors to improved productivity, safety and quality.

THURSDAY, APRIL 19, 2007
CABELA'S
OWATONNA, MN



ASQ Hiawatha Section 1214 and South Central College have collaborated for many years to bring technical and professional training and seminars to our area. We are pleased to continue this strong joint effort by sponsoring Human Error Prevention presented by Ben Marguglio. This seminar provides the most current developments in the field of human error prevention and has value for a wide range of professionals.



HUMAN ERROR PREVENTION

Thursday, April 19, 2007
8:00 - 4:30 pm
Cabela's
Owatonna, MN

Schedule:

8:00 am: Registration
 8:30 am: Human Error Prevention
 12:00 pm: Lunch Provided
 12:30 pm: Continue Human Error Prevention
 4:30 pm: Wrap Up

ASQ Hiawatha Section 1214 & South Central College bring you Human Error Prevention – all in a one-day seminar!



Learn how to recognize error-inducing conditions and error-likely situations, and how to eliminate them. Learn behavioral tools and techniques (for individual contributors, supervisors and managers) to counteract those error-inducing conditions and error-likely situations in your work place.

Check out these websites before the seminar:

ASQ Hiawatha Section 1214
www.asq1214.org

South Central College
www.southcentral.edu

Cabela's Store
www.cabelas.com

High Technology Seminars
www.hightechnologyseminars.com

Registration Form

Human Error Prevention (Course ID 001894)

Name: _____

SSN OR Date of Birth: _____

Street Address: _____

City/State/Zip: _____

Employer: _____

Phone: _____

Semi-Annual Dues: _____

Please use attached enlargement of this registration form.

As our partners, members of APICS SOMN Chapter, ASQ Section 1203 & 1214, Minnesota Council for Quality & SMC Southern MN Chapter 162 receive a **10% discount** on registration: \$243 + \$25 = \$268 **OR...** Take advantage of the 10% partner discount on registration with every \$100 paid and save \$27.00. (No discount on materials)

Early Bird Registration: Register by April 4th and you could win a \$50 Cabela's gift certificate.

METHOD OF PAYMENT:

I qualify for the 10% partner discount:

Membership Organization _____

Membership # _____

Check Enclosed Payable to South Central College

Bill My Employer – Purchase Order # _____

Billing Address _____

Credit Card (Company Personal)

VISA MasterCard

Discover Expiration Date _____

Card # _____

Signature _____

To register: Complete this form and mail with payment to South Central College, Bookstore, PO Box 1920, North Mankato, MN 56002-1920. Registrations may be faxed (507/625-4868) using the credit card or employer billing options only. Questions? Contact Jennifer at 507/389-7203 or jennifer.swanson@southcentral.edu.

Cancellation Fee: \$25 (No refunds after April 16, 2007)

BW (Ben) Marguglio



President of BW (Ben) Marguglio, LLC, Ben has fifty years of high technology experience, including former position as executive level director to whom the Quality, Environmental Affairs and Management Systems Departments reported. Ben is a Fellow Member of the American Society for Quality (ASQ) since 1974.

- ASQ Certified Quality Engineer, Reliability Engineer, Quality Auditor, and Manager of Quality/Organizational Excellence.
- Originator of a new and unique human error causal factor taxonomy, and presenter of the acclaimed "Human Error Prevention" Seminar.
- Substantially experienced in the design and implementation of high technology management systems, and in the "hands-on" use of high technology quality, reliability, environmental and project management tools.
- Management team member for multi-million dollar design and construction projects and for a multi-billion dollar project.
- Author of numerous technical and management papers and two books: *Quality Systems...*; *American Society for Testing and Materials*, and *Environmental Management Systems*.
- Multiple award recipient, including the ASQ, Energy & Environmental Division's highest award, "The Basile Award," for technical and management contributions to the quality profession and for service to the Division.
- Seminar leader and former adjunct professor at the graduate level.

HUMAN ERROR PREVENTION

An Overview of Human Error Prevention

- ★ Definitions of human performance and human error
- ★ Classification of human error
 - Classified in terms of behavior – Marguglio's Human Error Taxonomy
 - Classified in terms of significance of effect
 - Classified in terms of timing of effect
- ★ Total quality function – Marguglio's Quality Cube
 - Quality of management systems design and conformance to design
 - Quality of hardware design and conformance to design
 - Quality of technical process design and conformance to design
- ★ Techniques by which to strengthen barriers
- ★ Error-inducing conditions ^(a)
 - Work environment
 - Task demands
 - Individual capabilities
 - Human nature
- ★ Behavioral techniques by which to counteract error-inducing condition ^(a)
- ★ Conservative decision-making
- ★ Human error root cause logic
- ★ Defenses in depth
- ★ Elements of a Human Error Prevention Program
- ★ Case studies and exercises at various points in the presentation

Note:

(a) Literally, there are dozens of error-inducing conditions or error-likely situations, and dozens of counteracting techniques.

★ Get in on the Early Bird Registration Prize!

Registrations postmarked by April 4, 2007 will be entered into a drawing for a \$50 Cabela's Gift Certificate!

On completion of this seminar, you will be able to:



- ★ Understand and use human performance and human error prevention terminology;
- ★ Classify human error from different perspectives;
- ★ Understand and use barriers to human error, and techniques by which to strengthen the barriers;
- ★ Recognize error-inducing conditions/error-likely situations, and understand and use behavioral techniques to counteract these conditions/situations;
- ★ Make conservative decisions, and recognize non-conservative ones;
- ★ Understand and recognize human error causal factors;
- ★ Understand how to measure human error;
- ★ Design and implement a Human Error Prevention Program.



Get Your CEUs Here!

Complete the seminar and get a certificate for a 1.0 CEU!

Schedule:
Thursday, April 19, 2007

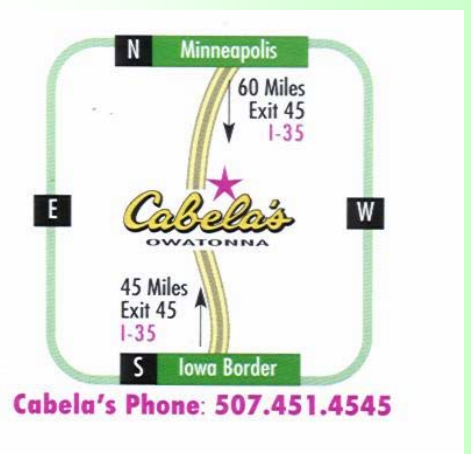
- 8:00 am:** Registration
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Who Can Benefit?

This seminar is designed for anyone whose objective is to improve productivity, safety and quality. The principles and practices of human error prevention are universally applicable regardless of the type of industrial, commercial or governmental enterprise, and regardless of the type of function performed with the enterprise.

Seminar Benefits! Why Choose This Seminar?

Human error prevention is among the greatest contributors to improved productivity, safety, health, and quality. Attend this one-day seminar and learn the most current developments in the field of human error.





Registration Form

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Name: _____

SSN OR Date of Birth: _____

Street Address: _____

City/State/Zip: _____

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Phone: _____

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