

# La Crosse - Winona

## Section Newsletter

September, 2008

### September Meeting: Tour S&S Cycle

#### Quotes:

I like the dreams of the future better than the history of the past.

—Thomas Jefferson

By three methods we may learn wisdom: First, by reflection, which is noblest; second, by imitation, which is easiest; and third by experience, which is the bitterest.

—Confucius

Greatness is not in where we stand, but in what direction we are moving. We must sail sometimes with the wind and sometimes against it—but sail we must and not drift, nor lie at anchor.

— Oliver Wendell Holmes

#### Quality Link of the Month:

<http://www.sixsigmazone.com/>

Location: 235 Causeway Blvd, LaCrosse, WI

When: Thursday, September 18, 5:30pm

Phone: 608-627-1497

George and Marjorie Smith started S&S Cycle in 1958. George Smith's vision was clear and simple: "I want to make all bikes go faster." The company still shares that vision and has grown to be the worlds most respected manufacturer of high performance engines and components for American V-Twins. S&S Cycle celebrated its 50th anniversary in 2008.

S&S Cycle's main research, development and manufacturing facility is located in Viola, WI. Additional manufacturing, warehousing, shipping and Customer service are located in the La Crosse.

Please join us for the tour starting at 5:30pm at S&S Cycle. Dinner and networking will follow at Ardie's Restaurant at 400 Lang Drive in La Crosse.

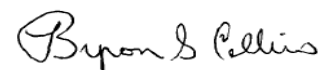
Cost: \$15.00 for members and guests. Please RSVP by replying to the Evite, or contact Shannon Hunt directly at: [shannon.hunt@bench.com](mailto:shannon.hunt@bench.com)

Pay for this meeting and other events with **PayPal™**  
on the section website: <http://asq1216.homestead.com/SectMtgs.html>

### Letter from the Chair

Greetings,

Hopefully everyone had an enjoyable summer. Our first meeting will be held Thursday September 18th at S&S Cycle in LaCrosse watch for the Evite coming soon.. This is the only time that would work for S&S cycle so mark it on your calendar and plan on attending. As I settle in as the Chair for Section 1216 I would like to take this opportunity to extend my appreciation to Scott Braaten for his leadership role last year. If you have some ideas of topics you would like to see covered in future meeting please let me know. I would also like to encourage you to share your knowledge with the section so if you would be willing to lead a topic let me know as well. If you would like to get more involved with the board there are plenty of opportunities to help out. The section website and the national website are great places to find information out. If there is something you would like added to our website please let Eric Derbyshire know.



Byron Collins  
Chair, ASQ La Crosse - Winona Section 1216



## WISCONSIN FORWARD AWARD

### EXAMINER APPLICATION MATERIALS NOW AVAILABLE

Application materials for the 2009 Wisconsin Forward Award (WFA) Board of Examiners are available at the organization's website, <http://www.forwardaward.org>, or by calling (608) 663-5300. The application deadline is October 24, 2008



The organization seeks candidates from all sectors of Wisconsin's economy, including business, healthcare, education, manufacturing, not for profit, service, and government. Examiners review applications and provide feedback to Wisconsin organizations based on the Baldrige Criteria for Performance Excellence. The Wisconsin Forward program also provides training and mentoring opportunities.

Founded 1997 by the Council on Workforce Investment, and modeled after the National Baldrige Quality Award program, the Wisconsin Forward program was created to promote significant achievements in continuous improvement and performance excellence— business practices that ensure the economic vitality of Wisconsin organizations and the communities they serve.

### WISCONSIN STATE QUALITY AWARD 2009 APPLICATIONS NOW AVAILABLE

Application materials are now available for the Wisconsin state quality award program, Wisconsin Forward Award. The application process is open to all Wisconsin business, manufacturing and service organizations, as well public and private education (K-12 through post secondary), health care, non-profit and government entities. Organizations of any size are encouraged to apply. Preliminary intent-to-apply forms to verify eligibility are due October 31, 2008, with final applications due January 16, 2009. All application materials are posted at <http://www.forwardaward.org> or are available by calling (608) 663-5300

## Upcoming Web Events Brought to you by ASQ La Crosse – Winona Section 1216 in Partnership with the Minnesota Council for Quality:



### Leadership in Customer Driven Excellence Webinars

Any organization can easily cut costs. Tough times can make this a necessity. But not many can simultaneously make dramatic improvements in customer satisfaction, win best-in-class recognition and encourage innovation. We urge you act by September 18th to learn how and save up to 50%. Attend one of these insightful, application-oriented and entertaining sessions to work on your real business issue with key members of your team. Minnesota Council for Quality brings you these compact 2-hour web courses are interactive, conducted by Robin Lawton, named top speaker in 2007. This is the program:

- 9/26, 11-1 CST, "Achieving 8 Dimensions of Excellence: Aligning strategy & measures with customer priorities"
- 10/3, 11-1 CST, "The 12 Voices of the Customer": How to uncover, translate, measure and design what customers want"
- 10/17, 11-1 CST, "Customer-Centered Innovation: roadmap to mousetraps or iTunes"

Unlike most on-line courses, these sessions are highly interactive. Your top rated presenter, Robin Lawton, will actually have dialogue with you live. If you've already attended a program conducted by Mr. Lawton or read one of his many publications, this is an excellent opportunity to get your colleagues on the same wavelength at a great price. His engaging, interactive and highly pragmatic presentations illustrate why Rob was named #1 of 88 speakers last year. His first best-selling book, "Creating a Customer-Centered Culture: Leadership in Quality, Innovation and Speed" is 5-star rated at Amazon. The principles and tools you will learn enabled one organization to save over \$20 million and jump from a rank of 25th in performance to #1 in only two years. Another increased the close rate on new business by over 50%. Several won Baldrige Awards.

Go to <http://www.imtc3.com/events/UpcomingEvents.cfm> to get program details and register right away. List price is \$225/event, with big discounts for Early Bird members and teams. When registering for these events, please use ASQ La Crosse – Winona Section code **LASQ**.

## **The Minnesota Council for Quality and Minnesota Healthcare Quality Professionals Are Pleased to Announce the Two-Day Conference: Innovation in Business and Healthcare**

St. Paul October 7-8

The Minnesota Council for Quality and Minnesota Healthcare Quality Professionals are pleased to announce a two-day conference this fall that focuses on organizational innovation in business and healthcare. The conference, entitled "The Innovation Imperative: Best Practices in Innovating Business and Healthcare," will be Wednesday, October 8 at the Embassy Suites hotel downtown St. Paul. One-day pre-conference workshops are Tuesday, October 7.

This conference will focus on one of the hottest – and most important – concepts in business and healthcare today: innovation. We will hear from leaders and practitioners representing organizations that are known for systematically innovating some aspect of their enterprise – either product/service design and features, programs, processes, operations, workforce-related processes, and/or overall business model – to create new value for their customers and stakeholders.

Innovation is no longer strictly the purview of R&D departments, but is important for all aspects of an organization's operations – all works systems, and all work processes. High performing organizations are led and managed so that innovation is not the random identification of good, creative ideas. Rather, innovation should become part of the learning culture of an organization, integrated into daily work and supported by an organization's performance improvement system.

The October 8 conference will feature leaders from the following organizations:

3M (invited)

Allina Hospitals & Clinics

Best Buy (two speakers formerly of Best Buy, now with CultureRx)

BlueCross Blue Shield of MN

Cargill (invited)

Google (invited)

Hutchinson Technology (invited)

Hudson Hospital (speaker formerly of Hudson, now with Moment of Truth)

Institute of Clinical Systems Improvement (ICSI)

Minute Clinic

The October 7 pre-conference workshops will feature two leading experts on innovation: Rod Greder (of New Productivity Group, formerly of 3M) and Dennis Stauffer (of Insight Fusion, formerly of KARE11). Both will lead concurrent sessions on how to systematically implement innovation in your organization. The day will be filled with processes for innovation, hands-on tools, an innovation assessment, and other practical methods to build innovation into your organization. The workshops set up a day full of seeing how innovation is working at many businesses and healthcare organizations.

The pre-conference workshops will be \$150 for members of the MN Council for Quality or the MN Healthcare Quality Professionals (\$250 for non-members), and the Oct 8 conference itself will also be \$150 for members (\$250 for non-members). A 10% discount is offered for attending both (so \$270 for members and \$450 for non-members). Partner rates (member of partner organizations (see <http://www.councilforquality.org/alliances.cfm> for a list) are \$200/day.

For more information or to register, visit <http://www.councilforquality.org>.

### **Writing at Work: E-mail Etiquette**

We tend to compose e-mail messages with less consideration than we would use in writing a memo, despite the fact that they can be more permanent than paper. For these reasons, etiquette is needed to do the following:

- Convey a professional demeanor.
- Avoid misinterpretations.
- Keep messages focused.
- Avoid lawsuits.

*continued...*

## Your Brain on E-Mail

The part of your brain that generates impulses, the amygdala, is like Robin Williams. The part of your brain that controls impulses, the neocortex, is like The Queen of England. When you are talking face to face with another person, The Queen can hear the tone of voice and can see facial expressions and body language. Here she is good at keeping a tight rein on Robin Williams. But, when you are writing e-mail, The Queen cannot see the other person. She is flying blind and has trouble controlling Robin Williams. Even worse, when you are upset while writing e-mail, The Queen starts to lose it. She is flying blind and drunk. Robin Williams is relatively free to cause havoc. This brings us to the top rule of e-mail etiquette.



### Top 10 Rules of E-Mail Etiquette

1. Don't send e-mail when angry or upset. Always try to calm down before responding to a message that offends you. What you send cannot be taken back, so wait and then be polite. Avoid disparaging others and using abusive language. Learn to overuse words like please, sorry, and thanks.
2. Expect that others will make your message public. Private e-mail is an oxymoron. Security administrators have access to it, and recipients might send it to others. Pretend that every e-mail is a memo that might be posted on a bulletin board in the halls of your organization.
3. Send requests in time. Don't wait until the last minute to make a request or to introduce a problem. Last-minute messages frustrate and alienate people. E-mail can take minutes or hours to arrive, so plan ahead.
4. Respond immediately or make a note to respond soon. Respond to e-mail as quickly as you should to phone messages. Try not to wait a day or more. If your response requires thought and details, let the sender know that you will get back to them.
5. Fix your mistakes. Every time you send a message with errors in spelling, punctuation, or grammar you are letting people know that you don't care about the quality of your work or the reputation of your organization. Ask a friend to proofread long or important messages.
6. Ignore their mistakes. It is petty to criticize mistakes such as incorrect spelling. It can inflame passions and invite nasty reprisals. Be a good egg.
7. Be brief. As e-mail replaces letters and memos, it is getting longer. But every e-mail message that is equivalent to a phone call should be short and to the point. We get many e-mails each day; we respond faster when they are brief.
8. If it must be long, put requests and guides up front. We tend to read the first few lines of a message thoroughly and browse through the rest. If you need a quick response, say so in the first paragraph. If your message is long, start with a summary and a list of contents.
9. Write a good subject line. Let the receiver know what to expect. A good subject line saves your message from a cursory delete, flags it as something interesting to read, and makes it easier to find days later.
10. Type like you would in a letter. Because reading from a screen is more difficult than reading from paper, try to use short paragraphs and always put blank lines between paragraphs. Avoid all capital letters [SHOUT], emotional icons [ :- ( ], unique abbreviations [lol], and excessive punctuation [!!!!].

### When should I not use e-mail?

Either pick up a phone or visit in person to talk if:

- Emotions are high.
- The message is delicate.
- Too many misunderstandings are occurring.

*The author, Joseph Judge, teaches business writing and licenses his training material at [Proofread.com](http://Proofread.com). This series of articles is published with permission from the author.*

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**THANK YOU TO THE MEMBERS WHO HAVE  
VOLUNTEERED TO PROVIDE SECTION LEADERSHIP FOR  
THE 2008-2009 YEAR!**

**PLEASE CHECK OUT THE SECTION WEBSITE AT:**

**[HTTP://WWW.ASQ1216.HOMESTEAD.COM/](http://www.asq1216.homestead.com/)**



**Hiawatha  
Section 1214**

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*Serving Southern Minnesota and Northern Iowa*



FARIBAULT • NORTH MANKATO

# **Quality & Performance Improvement Courses**

**FALL SEMESTER SCHEDULE ♦ SEPTEMBER – DECEMBER 2008**

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**ASQ Certification Review Classes**



**Quality Skill Development Workshops**

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**Hiawatha  
Section 1214**

*Serving Southern Minnesota and Northern Iowa*



**South Central  
College**

***A Partnership for Quality & Performance Improvement Training***

South Central College and ASQ Hiawatha Section 1214 have teamed up to become southern Minnesota’s leader in providing affordable & professional quality training for local industries. Your training opportunities include review classes for ASQ certifications as well as workshops in Supplier Quality Management, Implementing ISO, 8-Discipline Problem Solving, Calibration and more. Check the current schedule for courses offered on an open enrollment basis for individuals or...

***Courses can also be brought to you, when and where your company wants it.***

The Customized Training program at South Central College can help your company excel by tailoring course content to address your organization’s specific needs; educating a group of employees at one time for a cost-effective price; eliminating the cost and lost time spent on staff travel; and minimizing the disruption in workflow by selecting a convenient time and location. Any of the training topics in this booklet and many more additional topics can be customized and delivered to your organization.

**Contact Brian Knutson, Faribault Campus Customized Training Coordinator, at 507/332-5874 or [brian.knutson@southcentral.edu](mailto:brian.knutson@southcentral.edu) for all your training needs.**

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**South Central College also offers training to update your skills in:**

- ◆ APICS – Production & Inventory Management
- ◆ Computer & Software Application
- ◆ Leadership & Strategic Planning
- ◆ Solid Modeling & Machining
- ◆ MIG & TIG Welding
- ◆ Power Limited Technician Continuing Education
- ◆ Industry & Construction Safety
- ◆ CPR, First Aid & Nurse Refresher

To have a copy of our complete fall schedule mailed to you, contact Laura Hardy at 507/332-5802 or [laura.hardy@southcentral.edu](mailto:laura.hardy@southcentral.edu).

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***About ASQ Hiawatha Section 1214...***

The Hiawatha Section of ASQ is made up of professionals throughout southern Minnesota and northern Iowa dedicated to the promotion of quality practices and continual improvement activities.

We sponsor training by practicing quality industry professionals as a key way to bring quality related knowledge and resources to our members.

New members are always welcome. Please join us for our monthly meetings at Cabela’s in Owatonna, MN on the 2<sup>nd</sup> Thursday of each month, where we have a one-hour featured presentation on a topic of interest to our members. For more information about membership and our section, please contact Andy Kollengode, Hiawatha Section Membership Chair, at [akollengode@yahoo.com](mailto:akollengode@yahoo.com) or check out our website at [www.asq1214.org](http://www.asq1214.org).

# Fall 2008 Class Schedule

## Quality & Performance Improvement

### South Central College – Faribault Campus ♦ 1225 3rd Street SW, Faribault MN 55021 ♦ 507/332-5800

COURSE ID	COURSE NAME	DATES	DAY	TIME	TOTAL HOURS	TUITION
000890	Applying SPC & Statistical Tools	9/24/08	W	8a-4:30p	8	\$235
000891	Understanding & Implementing ISO 9001:2000	10/8/08	W	8a-4:30p	8	\$235
000892	Internal Auditor Skills	10/9/08	H	8a-4:30p	8	\$235
000922	Blueprint Reading	10/15/08	W	8a-4:30p	8	\$235
000893	Project Management	10/21/08	T	8a-4:30p	8	\$235
000923	Basic Geometric Dimensioning & Tolerancing	10/22-10/23/08	WH	8a-4:30p	16	\$370
000921	Mechanical Inspection	10/28/08	T	8a-4:30p	8	\$235
000894	Dimensional Inspection	10/29/08	W	8a-4:30p	8	\$235
000895	Supplier Quality Management & Improvement	11/6/08	H	8a-4:30p	8	\$235
000896	Introduction to Six Sigma	11/6-11/7/08	HF	8a-4:30p	16	\$370
000897	Lean Application	12/2/08	T	8a-4:30p	8	\$235
000898	8-Discipline Problem Solving Tools & Methods	12/3/08	W	8a-4:30p	8	\$235
000899	Calibration Processes	12/10/08	W	8a-12n	4	\$125
000900	Calibration of Dimensional Gages	12/10/08	W	12:30-4:30p	4	\$125
000901	Gage Repair	12/11/08	H	8a-4:30p	8	\$235

#### Certification Review Courses

000884	Certified Quality Technician (CQT) Review	9/10-10/15/08	W	6-9 pm	18	\$300
000885	Certified Quality Inspector (CQI) Review	9/15-10/13/08	M	6-9 pm	15	\$250
000886	Certified Quality Engineer (CQE) Review	10/8-12/3/08	W	6-9 pm	27	\$450
000887	Certified Calibration Technician (CCT) Review	11/3-12/1/08	M	6-9 pm	15	\$250
000888	Certified Quality Auditor (CQA) Review	11/5-12/3/08	W	5:30-8:30 pm	15	\$250

### South Central College – North Mankato Campus ♦ 1920 Lee Blvd, North Mankato MN 56003 ♦ 507/389-7200

COURSE ID	COURSE NAME	DATES	DAY	TIME	TOTAL HOURS	TUITION
000902	Supplier Quality Management & Improvement	9/30/08	T	8a-4:30p	8	\$235
000903	8-Discipline Problem Solving Tools & Methods	10/2/08	H	8a-4:30p	8	\$235
000904	Project Management	12/10/08	W	8a-4:30p	8	\$235
000905	Understanding & Implementing ISO 9001:2000	12/17/08	W	8a-4:30p	8	\$235
000906	Internal Auditor Skills	12/18/08	H	8a-4:30p	8	\$235

In appreciation to those that partner with us in promoting our training programs, members of the following organizations receive a **10% discount** on any of the quality workshops/classes listed in this booklet.

**APICS Southern MN Chapter • ASQ La Crosse – Winona Section 1216 • ASQ Minnesota Section 1203 • Minnesota Council for Quality • Society of Manufacturing Engineers (SME) SE MN Chapter 162**

*(Simply provide your membership number on the registration form to qualify.)*

If you would like to see if your organization can qualify for this discount, please contact Brian Knutson at SCC at 507/332-5874 or [brian.knutson@southcentral.edu](mailto:brian.knutson@southcentral.edu).



# COURSE DESCRIPTIONS

## CERTIFICATION REVIEW CLASSES

### **CERTIFIED CALIBRATION TECHNICIAN (CCT) REVIEW**

The Certified Calibration Technician (CCT) Review class represents ASQ's newest certification. A Certified Calibration Technician tests, calibrates, maintains, and repairs electrical, mechanical, electromechanical, and electronic measuring, recording and indicating instruments and equipment for conformance to established standards. Each participant will need to order their own text prior to the start of class. The text used for this course is The Indiana Quality Council Primer available from the Quality Council of Indiana's On-Line Store.

### **CERTIFIED QUALITY AUDITOR (CQA) REVIEW ♦ Instructor: Mike Mayer**

This is a review class for those preparing to take the ASQ Certified Quality Auditor examination. The course will cover the Body of Knowledge for the CQA examination, which can be obtained at [www.asq.org](http://www.asq.org). The text materials will include instructor handouts, as well as the Indiana Quality Council Primer and Solutions Text. Purchase of the Solutions Text is optional. As this is a review course, it is recommended that each student order the Primer for their own study prior to the start of class.

### **CERTIFIED QUALITY ENGINEER (CQE) REVIEW ♦ Instructor: Lee Anderson**

This is a review class for those preparing to take the ASQ Certified Quality Engineer exam. Text materials used for this course are the Indiana Quality Council Primer and Solutions Text which can be ordered through the Quality Council of Indiana. Each participant will need to order their own materials prior to the start of class. Approximate costs are \$75 for the Primer and \$35 for the Solutions Text.

### **CERTIFIED QUALITY INSPECTOR (CQI) REVIEW ♦ Instructor: Al Glassel**

This is a review class for those preparing to take the ASQ CQI examination. Each participant will need to secure their own materials prior to the start of class. The text materials used include the Indiana Quality Council Primer (Solutions Text is optional) available from the Quality Council of Indiana's On-Line Store.

### **CERTIFIED QUALITY TECHNICIAN (CQT) REVIEW ♦ Instructor: Al Glassel**

This is a review class for those preparing to take the ASQ CQT examination. Each participant will need to secure their own materials prior to the start of class. The text materials used include the Indiana Quality Council Primer (Solutions Text is optional) available from the Quality Council of Indiana's On-Line Store.

## **TEXTBOOK AND MATERIALS RESOURCE**

Quality Council of Indiana: [www.qualitycouncil.com](http://www.qualitycouncil.com) or 812/533-4215  
ASQ Quality Press: [www.qualitypress.asq.org](http://www.qualitypress.asq.org) or 800-248-1946

# **QUALITY SKILL DEVELOPMENT WORKSHOPS**

## **8-DISCIPLINE PROBLEM SOLVING TOOLS AND METHODS ♦ Instructor: John Moorhouse**

This course will deliver a proven methodology for problem solving, giving students a simple and creative technique for addressing problems of all types. The tools for solving problems will also be covered in detail, including brainstorming methods, cause and effect, data collection and analysis, Pareto charts, histograms, trend charts, and flow charts. Hands-on exercises will be used to demonstrate applications of the tools and methodology.

Who Should Attend: Anyone interested in being a good problem solver or in learning a creative and straightforward problem solving method; Managers, Supervisors, Technical and Non-technical Professionals, Engineers, Technicians, Machine Operators, Clerical and Administrative Professionals, etc.

## **APPLYING SPC & STATISTICAL TOOLS ♦ Instructor: John Moorhouse**

This course covers the fundamentals for applying statistical methods in a production environment. Topics include: Introduction to Variation and Statistical Basics; Process Capability; Variables & Attributes Charting Methods; Gage Variation and R&R Studies; and Alternative Tools to SPC Charts. Students will perform exercises and discussions will focus on real-life practical uses of statistical tools to get value-added results.

Who Should Attend: Managers, Engineers, Technicians, Supervisors, and Production Operators.

## **CALIBRATION OF DIMENSIONAL GAGES ♦ Instructor: Lon Stachowiak**

This course is part 2 of a 3-part series on gage calibration & repair, which covers techniques and methods for calibrating common dimensional gaging, including calipers, micrometers, indicators, height gages. Students will work hands-on with actual gaging and standards. If students have specific gaging types they'd like covered, they may contact the instructor prior to the workshop to see if time and availability of standards will allow coverage during the workshop. [Note: Additional workshops on electronics, torque, force, etc. can be arranged if there is enough interest, so let us know if your organization has additional needs.]

Who Should Attend: Anyone who works hands-on with dimensional calibration, or who may need to write instructions or supervise calibration activities will benefit, including technicians, engineers, and managers. Ideal for those needing to implement a calibration program conforming to ISO 9001 or ISO/IEC 17025.

## **CALIBRATION PROCESSES ♦ Instructor: Lon Stachowiak**

This course is part 1 of a 3-part series on gage calibration & repair, which covers general calibration process principles & applications, including procedures, methods, frequencies, environment control, uncertainty, common practices, sources of error, schedules & record keeping, traceability, etc. The student will learn all aspects of a calibration program and be equipped to evaluate & improve the program at their facility.

Who Should Attend: Anyone who works hands-on with calibration, or who may need to set-up or improve a calibration program will benefit, including technicians, engineers, and managers. Ideal for those needing to implement a calibration program conforming to ISO 9001 or ISO/IEC 17025.

## **GAGE REPAIR ♦ Instructor: Lon Stachowiak**

This course is part 3 of a 3-part series on gage calibration & repair, which covers techniques and methods for repair of common dimensional gaging, including calipers, micrometers, indicators, etc. Students will work hands-on with actual gaging and will do basic repairs in the workshop. If students have specific gaging types they'd like covered, they may contact the instructor prior to the workshop to see if time & facilities will allow coverage during the workshop. Students may bring examples of gages needing repair to the workshop.

Who Should Attend: Anyone who works hands-on with dimensional gage repair, or who may need to supervise calibration and repair activities will benefit from this workshop, including technicians, engineers, and managers.

## **INTERNAL AUDITOR SKILLS ♦ Instructor: John Moorhouse**

Gain practical insights from an experienced professional ISO QMS Auditor. This workshop will provide trained auditors ready to conduct internal quality system audits, saving your company internal training time and resources. The course features hands-on exercises for learning and applying auditor skills and techniques. Auditors will learn the basic principles of auditing, steps in conducting an audit, methodology for interviewing auditees, note-taking techniques, and how to write audit findings. Students will gain additional ISO 9001 interpretation skills through class exercises. **Prerequisite Class:** Understanding & Implementing ISO 9001:2000 or instructor approval. This class will utilize the ISO 9001:2000 standard, but not cover it as an introduction to the standard. **Please Note:** You must have a copy of the new standard for this class. We will have a limited supply available for purchase with advance notice.

Who Should Attend: Internal Auditors (both first-time and those requiring refresher training), others who can benefit include ISO Management Reps, Managers, Engineers and Supervisors.

## **INTRODUCTION TO SIX SIGMA ♦ Instructor: Dale Mize**

In this two-day workshop we will cover the background of six sigma, strategies, metrics, and DMAIC methodology; deploy and document six sigma projects and integrate into bottom line profits; first phase of six sigma, metrics to use RTY, CTQ, KPOV, KPIV, DPMO, cost of quality; and a quick overview of the basic measurement tools used in six sigma. In addition, selected statistical methods will be covered and exposure to higher-level analytical techniques such as hypothesis testing and how to impact the bottom line by controlling gains made with six sigma.

## **LEAN APPLICATION**

Many organizations today are becoming lean enterprises by replacing their mass production and delivery systems with lean systems in order to improve quality, eliminate waste, and reduce delays and total cost. This seminar is intended to help organization leaders to understand the principles of lean thinking and the positive impact that the lean thinking tools can have on the bottom line.

## **PROJECT MANAGEMENT ♦ Instructor: John Moorhouse**

This course covers project management methods from definition to closure. In-class exercises include a project definition worksheet, identifying tasks and creating a WBS, defining interactions and preparing a timeline, identifying critical paths, managing and monitoring progress, taking actions to keep on track, and review for closure. Follow up with our one-day Microsoft Project workshop to put these project management techniques into practice.

Who Should Attend: Managers, Engineers, and Technicians who implement improvement projects or participate in new product introduction.

## **SUPPLIER QUALITY MANAGEMENT AND IMPROVEMENT ♦ Instructor: John Moorhouse**

The course will cover the fundamentals of effective supplier management, including communication processes, measuring and monitoring of suppliers, performance reporting, supplier assessment, corrective action, strategies for sourcing and supply-base improvement, certification, and partnering. Processes conforming to ISO 9001:2000 will be included.

Who Should Attend: Quality and Purchasing Professionals, including Buyers, Engineers, Technicians, Managers, Supervisors, and others who are involved in managing supplier quality and improvement.

## **UNDERSTANDING & IMPLEMENTING ISO 9001:2000 ♦ Instructor: John Moorhouse**

This course will walk you through the new ISO 9001:2000 standard, including terms and requirements. The background to the standard, including the eight management principles, will be covered. Discussions and exercises will include changes from the 1994 standard, interpreting the new clauses, and implementing the quality system. **Please Note:** You must have a copy of the new standard for this class. We will have a limited supply available for purchase with advance notice.

Who Should Attend: Managers/Supervisors, ISO Management Reps, Internal Auditors, QA Managers, Quality Engineers, Documentation Coordinators, and anyone interested in learning the new ISO requirements.

## ABOUT OUR TRAINING STAFF

**Lee Anderson** has a 20-year background in engineering, quality transformation, and management. He has consulted with over 25 independent companies in Total Quality Management, Statistical Process Control, and Team Problem Solving, and has trained and facilitated over 40 improvement teams. In addition, he has helped companies reach ISO 9000 certification, and has completed many improvement projects resulting in bottom line cost reduction. Lee serves on the adjunct faculty for Minnesota State University, Mankato and South Central College. He is an ASQ Certified Quality Engineer and a Certified Master Trainer of Total Quality Transformation. He received his MBA from the University of St. Thomas and his BEE from the University of Minnesota's Institute of Technology.

**Al Glassel** is a Quality Professional with over 30 years in the quality field. Areas of expertise include: auditing, SPC, GD&T, preparation of quality manuals and procedures, quality planning, dimensional inspection, and metrology. Well versed in the following commodities: castings, stampings, extrusions, composites, pultrusions, injection molding, vacuum forming, etc. He is currently training quality personnel for clients, setting up quality systems and presentations. Al is a member of ASQ and holds certifications for CMI, CQT, CCT, and CQA. He has aerospace NDT certifications for Radiography, Penetrant and Ultrasonic.

**Mike Mayer** is the Quality Assurance Manager for the Malt-O-Meal Company in Northfield. Prior to working for Malt-O-Meal, Mike was the Quality Manager for Land-O-Lakes Dairy Spreads Operations in Kent, Ohio. He holds a BA in Biology from the University of Northern Iowa and has over 23 years experience in the food industry in the quality field. He assisted in the development of the HACCP plans for Malt-O-Meal and Land-O-Lakes. Mike is a Senior Member of ASQ, and holds certification as a Quality Auditor and as a CQA-HACCP.

**Dale K. Mize**, president of Advanced Quality Engineering, Inc. has more than 19 years of experience consulting and training and 21 years of technical and managerial experience comprised of 4 years in customer service, 7 years in product engineering, and 10 years in manufacturing as a quality engineer, quality manager, and corporate director of quality assurance. The majority of his career was spent with the General Electric Lighting Business Group, where he designed products, developed manufacturing processes and designed quality systems for high technology lighting products. During the five years he spent with Wagner Spray Tech Corp., he designed and implemented a comprehensive quality system based upon Total Quality Management principles. Since 1988, he has consulted and taught for more than one hundred companies and has trained more than 10,000 persons in various quality management topics. From 1991 through 2007 he was adjunct faculty at The Center for Business Excellence, University of St. Thomas, where he was also the Chair, Six Sigma Programs. He is a senior member of the American Society for Quality, a Certified Quality Engineer and Certified Quality Auditor. He is co-author of the SPC training workbook, *An Ounce of Prevention*. He holds an AAS in Electronic Engineering Technology and a BS in Quality Management from the University of Minnesota.

**John Moorhouse** is President of Northstar Quality, Inc., which provides expertise to organizations through training, auditing, and consulting services. He brings 20 years experience in quality assurance systems for manufacturing and processing industries. He has worked as a director of quality, quality manager, quality engineer, buyer, process engineer, and consultant, leading ISO 9001:2000, QS-9000, and ISO/TS-16949 registrations in single and multiple-site facilities, including hands-on use and instruction of quality tools and methodologies. His background covers defense, automotive, electronics, agriculture, medical, food, and consumer products industries. He holds BS degrees in Metallurgical and Chemical Engineering from the University of Minnesota. Mr. Moorhouse is an RAB approved QMS Auditor, and holds ASQ Certified Quality Manager, CQE, and CQA certificates, as well as a Professional Engineer license in metallurgical engineering. He is a senior member of ASQ and is on the Board of Directors for ASQ Hiawatha Section 1214. John also is an officer and teacher for his local church congregation.

**Lon Stachowiak** is Technical Manager and co-owner of Northstar Calibration, Inc. in Owatonna. He has worked in the metrology, gaging, and calibration industry for more than 20 years. Lon's metrology experience includes dimensional, electronic, pressure, force, weigh scales, torque, mechanical, and optical gaging. His background includes metrology and calibration training through his military career. Lon is currently with the Army Reserves.



*We are always looking to expand our Quality Education training schedule. If you have expertise in a particular subject and you would like to present it as one of our course offerings, we would like to hear from you. Please submit a short course outline and your resume to Brian Knutson at South Central College, Customized Training, 1225 3<sup>rd</sup> Street SW, Faribault, MN 55021. Questions? Please contact Brian at SCC at 507/332-5874 or [brian.knutson@southcentral.edu](mailto:brian.knutson@southcentral.edu).*

# QUALITY & PERFORMANCE IMPROVEMENT COURSES

## ◆ ◆ ◆ REGISTRATION FORM ◆ ◆ ◆

*To register, complete this form and mail with payment (checks payable to SCC) 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](mailto:jennifer.swanson@southcentral.edu).*

To have your registration confirmed, please include your email address: \_\_\_\_\_

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	<b>Exam Date</b>	<b>Application Deadline</b>	<b>Late Application Fee (\$50) Deadline</b>
<b><u>Biomedical Auditor</u></b>	September 22, 2008 Rosemont, IL <a href="#">MD&amp;M Midwest</a>	<b>Deadline Passed</b>	N/A
	October 18, 2008	<b>Deadline Passed</b>	N/A
	March 7, 2009	January 16, 2009	January 21, 2009
	May 17, 2009 Minneapolis, MN <a href="#">World Conference on Quality and Improvement</a>	April 3, 2009	N/A
	October 17, 2009	August 21, 2009	September 2, 2009
<b><u>Calibration Technician</u></b>	December 6, 2008	<b>Extended</b> October 10, 2008	October 22, 2008
	May 17, 2009 Minneapolis, MN <a href="#">World Conference on Quality and Improvement</a>	April 3, 2009	N/A
	June 6, 2009	April 17, 2009	April 23, 2009
	December 5, 2009	October 16, 2009	October 21, 2009
<b><u>HACCP Auditor</u></b>	October 18, 2008	<b>Deadline Passed</b>	N/A
	March 7, 2009	January 16, 2009	January 21, 2009
	May 17, 2009 Minneapolis, MN <a href="#">World Conference on Quality and Improvement</a>	April 3, 2009	N/A
	October 17, 2009	August 21, 2009	September 2, 2009
<b><u>Manager of Quality/ Organizational Excellence</u></b>	October 18, 2008	<b>Deadline Passed</b>	N/A
	October 18, 2008 Augusta, GA <a href="#">17th Annual Audit Conference</a>	<b>Deadline Passed</b>	N/A
	March 7, 2009	January 16, 2009	January 21, 2009
	May 17, 2009 Minneapolis, MN <a href="#">World Conference on Quality and Improvement</a>	April 3, 2009	N/A
	October 17, 2009	August 21, 2009	September 2, 2009
<b><u>Quality Auditor</u></b>	September 22, 2008 Rosemont, IL <a href="#">MD&amp;M Midwest</a>	<b>Deadline Passed</b>	N/A
	October 18, 2008 Augusta, GA <a href="#">17th Annual Audit Conference</a>	<b>Deadline Passed</b>	N/A
	December 6, 2008	<b>Extended</b> October 10, 2008	October 22, 2008
	May 17, 2009 Minneapolis, MN <a href="#">World Conference on Quality and Improvement</a>	April 3, 2009	N/A

	<a href="#">Improvement</a>		
	June 6, 2009	April 17, 2009	April 23, 2009
	December 5, 2009	October 16, 2009	October 21, 2009
<a href="#">Quality Engineer</a>	September 22, 2008 Rosemont, IL <a href="#">MD&amp;M Midwest</a>	<b>Deadline Passed</b>	N/A
	October 18, 2008 Augusta, GA <a href="#">17th Annual Audit Conference</a>	September 5, 2008	N/A
	December 6, 2008	<b>Extended</b> October 10, 2008	October 22, 2008
	May 17, 2009 Minneapolis, MN <a href="#">World Conference on Quality and Improvement</a>	April 3, 2009	N/A
	June 6, 2009	April 17, 2009	April 23, 2009
	December 5, 2009	October 16, 2009	October 21, 2009
<a href="#">Quality Improvement Associate</a>	September 22, 2008 Rosemont, IL <a href="#">MD&amp;M Midwest</a>	<b>Deadline Passed</b>	N/A
	October 18, 2008 Augusta, GA <a href="#">17th Annual Audit Conference</a>	<b>Deadline Passed</b>	N/A
	December 6, 2008	<b>Extended</b> October 10, 2008	October 22, 2008
	May 17, 2009 Minneapolis, MN <a href="#">World Conference on Quality and Improvement</a>	April 3, 2009	N/A
	June 6, 2009	April 16, 2009	April 23, 2009
	December 5, 2009	October 16, 2009	October 21, 2009
<a href="#">Quality Inspector</a>	October 18, 2008	<b>Deadline Passed</b>	N/A
	March 7, 2009	January 16, 2009	January 21, 2009
	May 17, 2009 Minneapolis, MN <a href="#">World Conference on Quality and Improvement</a>	April 3, 2009	N/A
	October 17, 2009	August 21, 2009	September 2, 2009
<a href="#">Quality Process Analyst</a>	December 6, 2008	<b>Extended</b> October 10, 2008	October 22, 2008
	May 17, 2009 Minneapolis, MN <a href="#">World Conference on Quality and Improvement</a>	April 3, 2009	N/A
	June 6, 2009	April 16, 2009	April 23, 2009
	December 5, 2009	October 16, 2009	October 21, 2009
<a href="#">Quality Technician</a>	September 22, 2008 Rosemont, IL <a href="#">MD&amp;M Midwest</a>	<b>Deadline Passed</b>	N/A
	October 18, 2008	<b>Extended</b> August 22, 2008	September 3, 2008

	March 7, 2009	January 16, 2009	January 21, 2009
	May 17, 2009 Minneapolis, MN <a href="#">World Conference on Quality and Improvement</a>	April 3, 2009	N/A
	October 17, 2009	August 21, 2009	September 2, 2009
<b>Reliability Engineer</b>	October 18, 2008	<b>Deadline Passed</b>	N/A
	January 29, 2009 Fort Worth, TX <a href="#">Reliability and Maintainability Symposium (RAMS)</a>	January 2, 2009	N/A
	March 7, 2009	January 16, 2009	January 21, 2009
	May 17, 2009 Minneapolis, MN <a href="#">World Conference on Quality and Improvement</a>	April 3, 2009	N/A
	October 17, 2009	August 21, 2009	September 2, 2009
<b>Six Sigma Black Belt</b>	September 22, 2008 Rosemont, IL <a href="#">MD&amp;M Midwest</a>	<b>Deadline Passed</b>	N/A
	October 18, 2008	<b>Deadline Passed</b>	N/A
	October 18, 2008 Augusta, GA <a href="#">17th Annual Audit Conference</a>	<b>Deadline Passed</b>	N/A
	January 29, 2009 Fort Worth, TX <a href="#">Reliability and Maintainability Symposium (RAMS)</a>	January 2, 2009	N/A
	March 1, 2009 Phoenix, AZ <a href="#">ASQ's 2009 Lean Six Sigma Conference</a>	January 23, 2009	N/A
	March 7, 2009	January 16, 2009	January 21, 2009
	May 17, 2009 Minneapolis, MN <a href="#">World Conference on Quality and Improvement</a>	April 3, 2009	N/A
	October 17, 2009	August 21, 2009	September 2, 2009
<b>Six Sigma Green Belt</b>	September 22, 2008 Rosemont, IL <a href="#">MD&amp;M Midwest</a>	<b>Deadline Passed</b>	N/A
	December 6, 2008	<b>Extended</b> October 10, 2008	October 22, 2008
	January 29, 2009 Fort Worth, TX <a href="#">Reliability and Maintainability Symposium (RAMS)</a>	January 2, 2009	N/A
	March 1, 2009 Phoenix, AZ <a href="#">ASQ's 2009 Lean Six Sigma Conference</a>	January 23, 2009	N/A
	May 17, 2009	April 3, 2009	N/A



	Minneapolis, MN <a href="#">World Conference on Quality and Improvement</a>		
	June 6, 2009	April 17, 2009	April 23, 2009
	December 5, 2009	October 16, 2009	October 21, 2009
<a href="#">Software Quality Engineer</a>	December 6, 2008	<b>Extended</b> October 10, 2008	October 22, 2008
	May 17, 2009 Minneapolis, MN <a href="#">World Conference on Quality and Improvement</a>	April 3, 2009	N/A
	June 6, 2009	April 17, 2009	April 23, 2009
	December 5, 2009	October 16, 2009	October 21, 2009

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