

### Quotes:

I don't measure a man's success by how high he climbs, but how high he bounces when he hits bottom.

— George S Patton

To swear off making mistakes is very easy. All you have to do is swear off having ideas.

— Leo Burnett

The need to be right all the time is the biggest bar to new ideas. It is better to have enough ideas for some of them to be wrong than to be always right by having no ideas at all.

—Edward de Bono

A man who carries a cat by the tail learns something he can learn in no other way.

— Mark Twain

### Quality Link of the Month:

<http://thequalityportal.com/>



## September Meeting: Process Improvement at Gundersen Lutheran

Location: Gundersen Lutheran Medical Center, Rasmus Center  
1900 South Avenue  
La Crosse, WI

When: Tuesday, September 15, 5:30pm

Please join us in September for presentations on *Process Improvement at Gundersen Lutheran*. Several change agents at Gundersen Lutheran will present to us an overview of a number of process improvement projects they have recently implemented related to clinical care quality, supply management, patient safety, employee safety, finance, pharmacy, and operations productivity, among other areas.

### Presenters will be:

Michelle LaFleur: Director, Quality Administration

Betsy Clough: Director, Quality Administration

Jeff Rich: Executive Director - Major Projects & Efficiency Improvement

Mike O'Neill: Efficiency Improvement Leader

We will meet at 5:30pm at Gundersen Lutheran Medical Center, Rasmus Center, and presentations will begin promptly at 5:45pm. Dinner and networking will follow at Houghton's, 1002 Jackson St., in La Crosse at approximately 7:15pm. The menu options will be BBQ pork ribs, baked chicken, fried or baked fish, and a soup/salad option. Entrees will include choice of potato and soup/salad bar. A map of the meeting and dinner locations is attached.

Cost: \$15.00 for members and guests, \$8.00 for students with ID. 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 Editor

Welcome to a new year with La Crosse - Winona ASQ Section 1216! I hope that all of you are looking forward to participating in this year's events. The section board has been hard at work organizing the upcoming meetings, but we would like your help to make this year a success. If you have ideas for tours or lectures, if you - or someone you know - would be willing to give a quality-related presentation, or if you want to volunteer to help with event planning please contact your Section Chair, Jim Subart (contact information on the last page of the Newsletter).

For the month of October, we will be visiting the National Weather Service office in La Crosse for a presentation on *Quality's Role at the National Weather Service* by Todd Shea, Warning Coordination Meteorologist. The November-December meeting will be scheduled for after Thanksgiving, sometime at the beginning of December. We try to come up with a fun theme for the meeting that falls between the holidays, so please let us know if you have any ideas.

I hope to see all of you at our upcoming events. Have a great year!

Best Wishes,  
Lynn Keller, Newsletter Editor

## Lean Six Sigma Forum

IBM-Rochester

September 17, 2009, 8:30am-11:30am



The Minnesota Council for Quality, in cooperation with the Joseph M. Juran Quality Leadership Center at the Carlson School of Management, is pleased to announce a Lean Six Sigma Forum to be held on Thursday, September 17, 2009. The Forum will be hosted by IBM Rochester, and subject matter experts will share how IBM's expertise, experience and collaboration with the most forward-thinking institutions, governments and businesses around the world, are helping to make our planet smarter. IBM will showcase Process Excellence and how they are integrating Lean Six Sigma, and other quality tools into a comprehensive improvement approach.

IBM will be joined by partners including Mayo Clinic, the Hormel Institute and University of Minnesota Rochester for a panel discussion on the voice of the customer and collaboration efforts. Panelists include:

Seshardi Ramachandran, Business Process Excellence Manager, IBM

Tory Johnson, Director, IBM

Drew Flaada, Mayo Collaboration & Emerging Solutions Development, IBM

Dr. Stephen Lehmkuhle, Chancellor, University of Minnesota Rochester

Dr. Ann Bode, Associate Director, Hormel Institute

Dr. Eric Wieben, Director Genomics Research, Mayo Clinic

### *Agenda:*

- 7:30-8:30 Arrival, breakfast, networking
- 8:30-8:50 Welcome, Introductions
- 8:50-10:10 IBM and Process Excellence; Smarter Supply Chain: Intelligence Through Advanced Analytics
- 10:10-10:20 Break
- 10:20-11:25 Voice of the Customer--Voice of an Industry: The Power of Collaboration in Healthcare for Innovation (panel)
- 11:30 Summary, Conclude

The Six Sigma Forum provides a means for leaders and practitioners from organizations using Lean and/or Six Sigma to share knowledge and best practices on using Lean Six Sigma.

Cost is \$100 for members of the Council or \$200 for non-members. The Forum is open to the public, but there is a capacity constraint at our host facility. To register, visit <http://www.councilforquality.org/specialevent.cfm> or email [brian.lassiter@councilforquality.org](mailto:brian.lassiter@councilforquality.org) with your name, organization affiliation, and email/phone by Wednesday, Sept 10 (or until capacity is reached). You will be invoiced (and there will be no refunds for cancellations after Sept 10; substitutions permitted).

## Learn What Drives Organizational Excellence in Tough Times: 2009 MN Quality Award Evaluator Training

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 2009 Minnesota Quality Award Board of Evaluators. The third and final training session in 2009 is September 29-October 1 in Roseville. Most Evaluators consider the experience to be among the most valuable of their careers. In fact, many have claimed that the experience and knowledge gained from this process rivals getting an MBA or advanced business degree.

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Furthermore, Evaluators can earn college (undergrad and post-grad) credit for participating in training. For interested Evaluators, the University of Minnesota and the University of Wisconsin-Stout both offer three (3) hours of credit in partnership with the Minnesota Council for Quality.

If you are interested in joining the 2009 Board of Evaluators, training will be Sept 29-Oct 1 in Roseville. In addition to the full three-day training session, new Evaluators are also required to attend a one-day orientation (either September 10, 16, or 17 - you choose, and all in the Twin Cities).

**Applications for new Evaluators are due September 4.** Applications for returning Evaluators (which only require updates from your most recent application) are due September 18. We hope that you would consider (re)joining the Board of Evaluators and/or encourage others to do so. For more information on the process or benefits, please visit <http://www.councilforquality.org/assess.cfm>. To obtain an application, visit [http://www.councilforquality.org/assess\\_eval\\_appl.cfm](http://www.councilforquality.org/assess_eval_appl.cfm) or email [brian.lassiter@councilforquality.org](mailto:brian.lassiter@councilforquality.org).

**Additional Programs from the Minnesota Council for Quality and their Affiliates:**

- Self-Defeating Habits of Otherwise Brilliant People -- 10/8 (Duluth), 11/4 (Rochester)
- Surviving and Thriving in Today's Economy through Strength-Based Leadership -- St. Paul PIN 9/9
- Leadership Lessons from 20 Years of Management: Rochester Athletic Club -- Rochester RAQC 9/10
- Deploying Strategy: Panel Discusses Execution of Strategic Priorities -- Twin Ports Performance Excellence Network 9/22
- Leading a 5-Star Team -- Complimentary Webinar for Council Members 9/22 (\$20 for non-members)
- Learn Management Best Practices from Baldrige Award Recipients -- 9/15 Milwaukee, 10/2 Cambridge
- Wave Rider: The Way of High Performance -- MNODN 9/15 (and 9/16-17 national workshop)
- Handling Corporate Objectives: An Adventure in Change Management -- PMI 9/8
- Putting Performance Improvement Principles into Practice -- MNISPI 9/15
- The Future of Auditing; Achieving Enterprise Excellence -- ASQ Workshops 9/21
- 14th Annual Mayo Clinic Conference on Quality, Safety, and Service -- 9/29-30
- Midwest Business Opportunity Fair -- MMSDC 9/24

For more information on these events, please visit <http://www.councilforquality.org/newsletter/v02/Aug2009.html>.

## Special Offer for Baldrige National Quality Award Conference in Milwaukee on September 15

We want you to be part of this year's Baldrige Regional Conferences. That is why we are extending the advanced group rate (\$395 per person for a group of five or more) for the conferences and offering conference attendees the chance to win a \$100 coupon towards the cost of registration for the Baldrige Program's Quest for Excellence XXII conference.



So, why not take part in a day of learning and networking with the leaders of 13 Baldrige Award recipients who will share their exceptional management practices at the 2009 Regional Conferences in Milwaukee, WI, on September 15 and Cambridge, MA, on October 2? Visit [http://www.baldrige.nist.gov/2009\\_Regionals/Regionals\\_state.htm](http://www.baldrige.nist.gov/2009_Regionals/Regionals_state.htm) for complete information.

Spend your day networking with current and former Award recipients and learning about their best-in-class practices, lessons learned, and insights on innovation and sustainability. Then, close the day by participating in Open Mic sessions where you can ask questions and share your insights on selected topics in an interactive open forum.

Register at <https://secure.bluehost.com/~maccincc/brc09> by August 24 to receive the advance individual registration rate for the conferences. Add the Preconference Workshop for Baldrige Beginners for only \$50 more.

For questions about the Regional Conferences, contact the Baldrige Program at 301-975-2036 or email [baldrige@nist.gov](mailto:baldrige@nist.gov).

The 2009 Regional Conferences are sponsored by the Baldrige National Quality Program in conjunction with MassExcellence ([www.massexcellence.com](http://www.massexcellence.com)), the Wisconsin Forward Award ([www.forwardaward.org](http://www.forwardaward.org)), the Alliance for Performance Excellence ([www.baldrigepe.org/alliance](http://www.baldrigepe.org/alliance)), and the Foundation for the Malcolm Baldrige National Quality Award.

## The QC Group: Training Courses

For more than 23 years, The QC Group, formerly QC Inspection Services, Inc. has provided public training workshops. We now provide over 65 different public training workshops in more than 35 cities nationwide in the area of quality control and manufacturing.

To see our schedule outlining the locations and dates of our public workshops, go to our [calendar](#). To register for any of our courses, just click on the course and choose the location you would like.

If you would like us to provide a proposal to you to customize and deliver any of these public courses to your employees at your facility, please contact us! Email us at [training@theQCgroup.com](mailto:training@theQCgroup.com) or call (800) 959-0632 or (952) 746-5861.

For a full course list, please visit <http://www.theqcgroup.com/courselist/>.

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THANK YOU to everyone who has volunteered on the Section Board for 2009-2010!

Please check out the section website at: <http://www.asq1216.homestead.com/>