

Quotes:

The toughest thing about success is that you've got to keep on being a success.

— Irving Berlin

Always do right! This will gratify some people and astonish the rest.

— Mark Twain

If at first the idea is not absurd, then there is no hope for it.

— Albert Einstein

If opportunity doesn't knock, build a door.

— Milton Berle

Quality Link of the Month:

http://syque.com/quality_tools/index.htm

ASQ Board of Directors Approves Dues Increase

To maintain and increase member value, the ASQ Board of Directors has approved a 4.7 percent dues increase, or \$6, on the Full member category. Dues will increase from \$129 to \$135. This is the first time in two years that a dues increase was approved; it will go into effect with membership renewals beginning *July 1, 2010*.



November / December Meeting: The Section 1216 Bowling Fun Night

Location: Westgate Bowl / Wellington's Pub and Grill Backwater Brewing Company
1429 West Service Drive
Winona, MN

When: Friday, December 11, 2009 at 5:30 PM

The November / December meeting will bring Section 1216 members a mix of fun and learning as we head to Westgate Bowl in Winona to determine who the best bowler in the Section is! Each paying member will get to bowl two (2) games (including the privilege of wearing attractive bowling shoes!) followed by dinner at Wellington's Pub and Grill. After dinner, the Section is proud to host Dr. Daniel Rand for a presentation on sports statistics. Dr. Rand will educate and entertain us about the application of statistics in sports, including, naturally, bowling!

Nestled between the bluffs and lakes on U.S. Highway 61 in Winona is where you'll find this unique and local favorite bowling alley and brewpub. The vision became a reality in 1961 when the founder, Paul Wellington Gardner built Westgate Bowl, a 16-lane center which continues to flourish today. In 1988, the vision continued with Paul's family opening a Pub and Grill, naming the establishment after their founder, Paul Wellington. Wellington's Pub and Grill, which is attached to the bowling alley, quickly became a local favorite with its outstanding menu, including juicy burgers, smoked ribs and award winning chili. You'll be sure to find your favorite sporting event on any of the 12 TV's, large Plasma Hi-Def TV, and Hi-Def big screen, plus the latest satellite and Hi-Def hook ups. In 1995, another vision became a reality with the addition of Wellington's "Backwater Brewing Company." Located within Wellington's, this brewpub is the only one of its kind in Winona, with the next closest brewery 30 miles away in La Crosse, Wisconsin.

Dr. Daniel Rand is an Associate Professor of Math and Statistics at Winona State University. He has a Master's degree in applied statistics from Purdue University and a PhD in industrial engineering / operations research from the University of Minnesota. His fields of interest are quantitative methods for process improvement, focusing on Design of Experiments and Lean / Six Sigma applications. Dan was an Evaluator for the Minnesota Quality Award in 2007 and 2008. He has received certification in Lean for Health Care from the University of Michigan. Dan is an ASQ Fellow, ASQ Certified Quality Engineer, and past chairperson of La Crosse - Winona Section 1216.

We will meet at 5:30pm at Westgate Bowl. Cost of Bowling, Shoes, Meal and Presentation: \$15.00 for Members; \$8.00 for Students with ID. Attendees may choose from any single item on Wellingtons' menu. Please RSVP by replying to the Evite, or contact Shannon Hunt at shannon.hunt@bench.com.

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

ASQ Certification Exam Dates:
<http://www.asq.org/certification/dates.html>

Recertification Information:
<http://www.asq.org/certification/recertification/index.html>

The Job Market Version of Catch 22

By Peter Weddle

Billions of words have been written about job search tools and tactics in this job market of our discontent. Job board dos and don'ts. Twitter. Facebook. Building a personal brand. Improving your "findability." It's all good advice, but none of it will work if your career is sick. To put it in another and admittedly blunter way, don't bother looking for a job if you have a wimpy career.

You see, that's what's different about today's job market. Come as you are has been replaced by come as you need to be. The good old days of searching for employment with stand pat qualifications are gone. If you're out of work, your career needs resuscitation.

It doesn't matter that you got superior ratings on performance appraisals in your last job. It makes no difference that you have a track record of being loyal, dependable, and hard working. And, it is totally irrelevant that your employer went out of business, was acquired or for whatever other reason was the cause of your unemployment.

The plain, hard truth is that employers view people in transition as damaged goods. It's not fair. It's certainly not true. And it stinks. But it is reality. You won't find many recruiters who will admit it. And in most cases, they work hard to avoid the appearance of such a bias. But deep down inside, it's there. An everyday event confirms it: when presented with a choice between two equally qualified candidates, one employed and the other not, the offer will almost always go to the person who already has a job. It's the job market version of Catch 22.

So, what can you do?

Reinvent yourself. It doesn't matter how well educated, trained or senior you are in your field, change your image in the job market.

How? By fixing your career. By building up its strength, its fitness. There are many techniques involved in doing that, but perhaps the most important is pumping up its cardiovascular health. The heart of your career is your professional expertise, so go back to school. Right now. Even as you are looking for a job.

Build Career Fitness

Revitalizing your career in the middle of a job search involves two important steps:

Step 1: Begin acquiring a new skill or refreshing one you already have. You might, for example, take a course in a second language at a local community college or attend a new certification program offered by your professional or trade association. You can choose almost any topic just as long as it will clearly and meaningfully enhance your ability to contribute on-the-job.

and

Step 2: Add the fact that you're back in school to your resume. Note it in the Summary at the beginning of that document and, in its Education section, provide the name of the course you're taking, the institution or organization that's offering it, the formal outcome if there will be one (e.g., the certificate or degree you will earn) and the term "On-going."

Those two simple steps will instantaneously transform you into a new person. First, they will enhance your skill set, making you a potentially more valuable employee. Second, taking a course of instruction or training program even as you are searching for a job demonstrates attributes all employers want but find it hard to identify in a candidate: resolve, fortitude, and determination.

Most importantly, this course of action will set you apart from other candidates by demonstrating that you have two very special attributes: you understand that in today's rapidly evolving world of work, staying competent in your field is an ever-moving target AND you take personal responsibility for keeping yourself at the state-of-the-art. You recognize the responsibility and accept it.

Become that person, make that transformation, and the playing field will level. You may be in transition, but you will no longer be at a disadvantage when compared to employed candidates. You will have reinvented yourself as a career activist, a person who is committed to continuous self-improvement no matter how senior or experienced they may be. An individual who has the right stuff—the skills and the attributes to be a champion at work.

About the Author

Peter Weddle is the author of over two dozen employment-related books, including *Recognizing Richard Rabbit*, a fable of self-discovery for working adults, and *Work Strong, Your Personal Career Fitness System*.

For Members Only: Upgrading Membership, Upgrading Status

Did you know this? Nearly 40 percent of ASQ members are at the Senior or Fellow level (data from the 2009 ASQ State of the Society, p. 12). With numbers like that, it's safe to say membership upgrades are important to many of you. For anyone applying for a membership upgrade, the first item checked is member continuity. Every year ASQ Customer Care receives concerned calls or e-mails from members about member continuity. They are concerned there will be a disruption in their membership, thus extending the wait for a member upgrade.

How do you keep yourself from being in this dilemma? Renew early! Renewing by your anniversary date ensures you will not have a disruption in your membership, including all your benefits. Is your anniversary coming up? [Renew today](#).

Five U.S. Organizations Honored for Innovation and Performance Excellence with the 2009 Baldrige National Quality Award

FOR IMMEDIATE RELEASE: Dec. 7, 2009

CONTACT: Michael E. Newman (301) 975-3025

WASHINGTON, D.C.—President Barack Obama and Commerce Secretary Gary Locke today announced that five organizations are the recipients of the 2009 Malcolm Baldrige National Quality Award, the nation's highest Presidential honor for innovation and performance excellence.

The 2009 Baldrige Award recipients—listed with their category—are:

Honeywell Federal Manufacturing & Technologies, Kansas City, Mo. (manufacturing)

MidwayUSA, Columbia, Mo. (small business)

AtlantiCare, Egg Harbor Township, N.J. (health care)

Heartland Health, St. Joseph, Mo. (health care)

VA Cooperative Studies Program Clinical Research Pharmacy Coordinating Center, Albuquerque, N.M. (nonprofit)

"The road to greatness in America has been, and always will be, traveled by those who embrace change and work hard every day to be the best; the organizations we honor today with the Baldrige National Quality Award exemplify that spirit," President Obama said. "This year's recipients have shown how quality, innovation, and an unending quest for excellence help strengthen our nation and brighten the future of all Americans."

"We are thrilled to congratulate the five outstanding organizations that have been named to receive this year's Baldrige Award," added Secretary Locke. "They inspire other organizations to be more accessible, more efficient, more customer-focused and more financially sound. They have raised the bar for innovation and organizational excellence and, in the process, help to improve our economy and quality of life."

The 2009 Baldrige Award recipients were selected from a field of 70 applicants. All of the applicants were evaluated rigorously by an independent board of examiners in seven areas: leadership; strategic planning; customer focus; measurement, analysis and knowledge management; workforce focus; process management; and results. The evaluation process for each of the recipients included about 1,000 hours of review and an on-site visit by a team of examiners to clarify questions and verify information in the applications.

The Baldrige National Quality Program (BNQP) and the Baldrige Award promote innovation and performance excellence across the country and around the world in a number of ways. For example:

The use of the Criteria for Performance Excellence, the guide designed to help organizations of all types improve their operations, is widespread. Over 10 million copies of the Baldrige Criteria for Performance Excellence—described by one industry CEO as "probably the single most influential document in the modern history of American business"—have been distributed since 1988, and more than 2 million copies were downloaded last year alone.

Nearly 5,000 public and private-sector leaders have served on the independent board of examiners that reviews applications for the Baldrige Award. Each applicant receives 300 to 1,000 hours of review and a detailed feedback report from these experts.

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More than 40 U.S. states and more than 45 countries worldwide have implemented programs based on the Baldrige criteria.

The 2009 Baldrige Award recipients are expected to be presented with their awards in a ceremony in Washington, D.C., next year.

Named after Malcolm Baldrige, the 26th Secretary of Commerce, the Baldrige Award was established by Congress in 1987 to enhance the competitiveness and performance of U.S. businesses. Originally, three types of organizations were eligible: manufacturers, service companies and small businesses. Congress expanded the program in 1999 to include education and health care organizations, and again in 2007 to include nonprofit organizations (including charities, trade and professional associations, and government agencies). The award promotes excellence in organizational performance, recognizes the achievements and results of U.S. organizations, and publicizes successful performance strategies. The award is not given for specific products or services. Since 1988, 80 organizations have received Baldrige Awards.

The BNQP is managed by the Commerce Department's National Institute of Standards and Technology (NIST) in conjunction with the private sector.

As a nonregulatory agency of the Commerce Department, NIST promotes U.S. innovation and industrial competitiveness by advancing measurement science, standards and technology in ways that enhance economic security and improve our quality of life.

2009-2010 La Crosse - Winona ASQ Section 1216 Board

CHAIR

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507-689-9273
rollingsubarts@embarqmail.com

VICE CHAIR, CHAIR ELECT

Denise Wermager
Watlow
507-494-5519
dwermager@watlow.com

TREASURER

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Winona State University
507-457-5655
drand@winona.edu

SECRETARY

Rob Olson
Benchmark Electronics
507- 535-4083
robert.olson@bench.com

NEWSLETTER EDITOR

Lynn Keller
Benchmark Electronics
507-453-4620
lynn.keller@bench.com

INTERNET LIAISON, PROGRAM CHAIR

Eric Derbyshire
Benchmark Electronics
507-453-4659
eric.derbyshire@bench.com

ARRANGEMENTS

Shannon Hunt
Benchmark Electronics
507-535-4477
shannon.hunt@bench.com

PUBLICITY CHAIR

Alan Spalding
Benchmark Electronics
507-453-4594
alan.spalding@bench.com

MEMBERSHIP CHAIR

Ryan Sullivan
Trane Company
608-333-3348
ryan.sullivan@trane.com

SCHOLARSHIP CHAIR

Chris Parker
Benchmark Electronics
507-453-4729
507-453-4960 (fax)
chris.parker@bench.com

EDUCATION CHAIR

Tom Drackley
Benchmark Electronics
507-453-4647
tom.drackley@bench.com

CERTIFICATION CHAIR

Kim Linton
Logistics Healthcare
800-666-2833 ext. 2323
klinton@logisticshealth.com

PLACEMENT CHAIR, DIVISION LIASON

Jack Gerson
Benchmark Electronics
507-453-4897
507-453-4960 (fax)
jack.gerson@bench.com

AUDITING CHAIR

Greg Ruben
Benchmark Electronics
507-453-4891
507-453-4606 (fax)
greg.ruben@bench.com

RECERTIFICATION CHAIR

Donna Kinley
PO Box 75
205 Granger Street
Marquette Iowa
dmk@alpinecom.net

NOMINATING CHAIR, VOICE OF THE CUSTOMER

Byron Collins
Viracon
507-444-3142
bcollins@viracon.com

SPRING CONFERENCE COMMITTEE CHAIR

Aimee Siegler
Benchmark Electronics
507-453-4543
aimee.siegler@bench.com

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