

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*.



January Meeting: Lean Sigma at Benchmark Electronics

Location: Benchmark Electronics - Minnesota Division
West Building - 4245 Theurer Blvd
Winona, MN

When: Tuesday, January 26, 2010 at 5:30 PM

The January meeting will feature a presentation on Lean Sigma. Matt Hanson from Benchmark Electronics will show us the design, implementation, and results of a Lean Sigma project on a medical device system integration line which resulted in numerous efficiencies and a high return on investment. The presentation will be followed by a tour of the redesigned manufacturing work center.

In 2009, Benchmark Electronics engaged with a medical customer in a joint effort to reduce the cycle time of their primary assembly. For several years, this product line had cycle times of 14+ days, which resulted in missed deliveries and unacceptably high inventory costs. Through a series of five initiatives, focusing on Lean Sigma concepts such as Point of Use Storage, One-piece flow, and Quick Changeover, the project team was able to restructure the entire work area. The new process resulted in the following improvements: a) cycle times were reduced from 14 to 3 days, which reduced inventory costs for Benchmark as well as the customer; b) scrap rates were reduced by 40%; c) labor costs were reduced through minimized handling of materials; and d) co-worker morale was greatly improved.

Matt Hanson has been Benchmark Minnesota's Lean Sigma Facilitator for the past 7 years. For 5 years prior to that, he was a Design Engineer at Benchmark Electronics. Matt holds a BSEE and MBA from Iowa State University, and is a Motorola-trained Six Sigma Black Belt.

We will meet at 5:30pm at Benchmark Electronics, with dinner to follow at the Ground Round. For directions to the meeting area, see the attached map showing the West building entrance and parking area. The cost is \$15.00 for ASQ Members and guests; and \$8.00 for Students with ID. Attendees may choose from any single item on the limited menu provided by Ground Round. 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/SectMtgs.html>

ASQ Member Unit Satisfaction and Loyalty Study Open

All ASQ members can provide feedback on how well their Division, Forum, or Section serves their needs. We appreciate your participation in this survey. Your answers will be kept confidential and reported only in the aggregate. ASQ headquarters sent email invitations or postcards to eligible members beginning January 5. The study will be open through *February 28*. As a thank you, participants will be entered into a drawing to win one of eight \$25 ASQ Bucks.

To participate, please visit <http://www.marketprobe.com/svy/ASQ/ASQsurvey.asp>

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*.

Join the ASQ
Section 1216
Group on


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.

continued...

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.

Learn What Drives Organizational Excellence in Tough Times - 2010 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 2010 Minnesota Quality Award Board of Evaluators. The first of three training sessions in 2010 is February 23-25 in the Twin Cities (location TBD).

There are many benefits to becoming an Evaluator, such as:

- strengthening your understanding of what drives organizational excellence (the Baldrige Criteria for Performance Excellence represent a validated set of best practices for organizational excellence, and can be useful for improving any organization's performance) - and the 2010 Criteria represent significant changes, especially in terms of customer focus/engagement, core competencies, and sustainability/social responsibility;
- networking with influential leaders and professionals (this year's Board of Evaluators will include about 150 leaders from around the state - executives, middle managers, surgeons and physicians, superintendents and school teachers, non-profit and public sector leaders, quality professionals, and consultants);
- seeing "best practices" deployed within another organization - knowledge that you could use back at your organization and/or in your career, helping organizations throughout the state - many of them schools, health care providers, non-profits, public sector agencies, and certainly businesses - improve their performance...simply get better at what they do; and
- developing a set of other professional skills that may help you advance your career - skills such as consensus- and team-building, written communication, verbal communication and interpersonal skills, interviewing, analysis, and systems thinking.

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.

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.

continued...

If you are interested in joining the 2010 Board of Evaluators, training will be Feb 23-25 in the Twin Cities. In addition to the full three-day training session, new Evaluators are also required to attend a one-day orientation (either February 4, 9, or 10 - you choose, and all in the Twin Cities).

Applications for new Evaluators are due February 5. Applications for returning Evaluators (which only require updates from your most recent application) are due February 12.

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 or email brian.lassiter@councilforquality.org.

World Conference on Quality and Improvement
May 24-26, 2010 . St. Louis, MO . America's Center

<http://wcqi.asq.org/>

2009-2010 La Crosse - Winona ASQ Section 1216 Board

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



Ground Round
turn right immediately after
the light at the intersection
of hws 14 and 61, the
restaurant is on the left

Spring Semester 2010
**Center for
 Business & Industry**
**Quality & Performance
 Improvement Courses**



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**Hiawatha
 Section 1214**

Serving Southern Minnesota and Northern Iowa

When applying for classes please note that you are an ASQ Section 1216 member. Our Section members are eligible for a 10% discount.

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
Certification Review Courses						
001119	Certified Quality Inspector (CQI) Review	1/26-2/23/10	T	6-9p	15	\$250
001120	Certified Quality Technician (CQT) Review	1/28-3/4/10	T	6-9p	18	\$300
001121	Certified Quality Improvement Associate (CQIA) Review	4/27-5/25/10	T	6-9p	15	\$250
001122	Certified Quality Auditor (CQA) Review	4/28-5/26/10	W	5:30-8:30p	15	\$250
Productivity Workshops						
001116	Problem Solving Tools & Methods	3/2/10	T	8a-4:30p	8	\$235
001114	Understanding & Implementing ISO 9001	3/23/10	T	8a-4:30p	8	\$235
001115	Internal Auditor Skills	3/24/10	W	8a-4:30p	8	\$235
001117	Project Management	4/8/10	H	8a-4:30p	8	\$235
001118	Introduction to Quality	5/4-5/5/10	TW	8a-4:30p	16	\$445

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 workshops/classes listed on this page.

**APICS Southern MN Chapter
 ASQ Minnesota Section 1203
 Mankato Area Council for Quality
 Rochester Area Quality Council**

**ASQ La Crosse – Winona Section 1216
 Greater Mankato Growth
 Minnesota Council for Quality
 SME SE Minnesota Chapter 162**

For more information, contact the Faribault Campus of South Central College:

Brian Knutson ♦ 507/332-5874
brian.knutson@southcentral.edu



Your Resource for Knowledge, Skills & Strategies

Laura Hardy ♦ 507/332-5802
laura.hardy@southcentral.edu



REGISTER NOW!

WFA/Baldrige Criteria Seminar
With Dr. Mark Blazey

Get an expert review of the 2010 Criteria for Performance Excellence
and get a jump start on putting them to work for your organization.

Tuesday & Wednesday, February 2 – 3, 2010

Dr. Mark Blazey is presenting his popular Criteria seminar in **Janesville**. [Register now](#) for this two-day interactive training taking place at Wisconsin's own Baldrige-winning model organization, Mercy Health System.

Applicants and Examiners/evaluators for Baldrige-based national, state, and internal quality award programs won't want to miss this workshop. Group discounts are available; see our downloadable [registration form](#) for details.

“I see the Baldrige process as a **powerful set of mechanisms** for disciplined people engaged in disciplined thought and taking disciplined action **to create great organizations that produce exceptional results.**”

— Jim Collins, author of *Good to Great: Why Some Companies Make the Leap*

Click [here for registration materials](#) for our 2010 Criteria seminar.

Called the “single most influential document in the modern history of American business,” the Baldrige Criteria can help you optimize your organization’s potential and achieve results that matter.

**Learn how to use the Baldrige Criteria for Performance Excellence
as a springboard for organizational improvement.**

2009–2010 WFA/Baldrige Criteria Seminar

A Two-Day Training with National Expert, Dr. Mark Blazey on February 2 & 3, 2010
hosted by Baldrige Recipient Mercy Health System in Janesville, Wisconsin

Do you want to understand the business benefits of the Baldrige Criteria? Are you wondering about the concepts behind Baldrige? Is your organization contemplating a Baldrige or WFA application in 2010? Are you thinking about becoming a WFA or Baldrige Examiner? Gain valuable insight into the Criteria and how they relate to the Baldrige National Quality Award or a state level program such as Wisconsin Forward Award.

You’ll also receive a **free copy** of Dr. Blazey’s popular book, *Insights to Performance Excellence*, updated for all three versions of the 2009–2010 Criteria for Performance Excellence.

Highlights of what you will learn:

- The key concepts, values, and framework of the 2009–2010 Wisconsin Forward Award/ Baldrige Criteria, **including significant changes from the 2008 Criteria for 2009–2010.**
- Criteria Categories and Items: what they are, what they mean, how they are linked.
- Real-world examples of how organizations have succeeded using the Baldrige framework—and the consequences of not adapting to change.
- A comparative overview of the Business, Health Care, and Education Criteria.
- How the Criteria relate to all sizes and types of organizations, including not-for-profit, government, military, education, business, manufacturing, service, and health care.
- Writing a Baldrige or WFA application in a logical and understandable way.

**Plan to attend...identify new opportunities and
reap significant benefits for your company or organization.**



2909 Landmark Place, Suite 110 • Madison, WI 53713
608-663-5300 • 608-663-5302 (fax) • www.forwardaward.org

2009–2010 WFA/Baldrige Criteria Seminar

A Two-Day Training with National Expert, Dr. Mark Blazey

February 2 and 3, 2010

Tuesday, February 2: 8:00 registration; seminar takes place 8:30 a.m.–5:00 p.m.

Wednesday, February 3: seminar takes place 8:00 a.m.–4:00 p.m.

Mercy Health System ❖ 1000 Mineral Point Avenue ❖ Janesville, Wisconsin

About Dr. Blazey

Mark Blazey is president of Quantum Performance Group, Inc., a management consulting and training firm specializing in organization assessment and quality systems development. He has written many books and articles on quality and has helped train thousands of quality award examiners and judges for state and national quality award programs.

About Wisconsin Forward Award

Wisconsin Forward Award is Wisconsin's premier performance excellence recognition program. Modeled after the Baldrige National Quality Program, WFA uses the Baldrige Criteria as the basis for assessment, recognition, and feedback reports. These Criteria represent the benchmarks for management excellence across the country and around the world.

About Mercy Health System

Mercy Health System received the 2007 Baldrige National Quality Award in the health care sector, recognized in part for its excellent health care service, customer care, and workforce

environment, its financial measures, and its support of key communities.

Seminar Description

The seminar includes lecture, group discussions and small-group exercises. Participants will learn about:

- The key concepts, values and framework of the 2009–2010 Wisconsin Forward Award/Baldrige Criteria.
- Criteria Categories and Items - what they are, what they mean, how they are linked.
- A comparative overview of the Business, Health Care and Education Criteria.
- Writing a WFA application in a logical and understandable way.

To Register, Send This Form and Payment to:

Wisconsin Forward Award, Inc.
2909 Landmark Place, Suite 110
Madison, Wisconsin 53713
(608) 663-5302 (fax)

Need to Know More? Contact:

Elizabeth Menzer, Executive Director
(608) 663-5300 | menzer@forwardaward.org

Or go to www.forwardaward.org

Registration Form

The two-day training fee is \$645 per participant, or a discounted rate of \$595 for multiple registrants from the same organization. Please complete a separate registration form for each attendee or attach a separate list of all individuals attending and include: name, title, organization, phone and email, special dietary or other needs.

A special hotel rate of \$70 single/\$80 double is available at the nearby Holiday Inn Express & Janesville Conference Center; please call the hotel directly at (608) 756-3100 directly to make reservations. The cutoff date for hotel reservations is **Monday, January 4**. After that date, neither the special hotel rate nor availability can be guaranteed.

Friends of Forward can request a 10% discount on their registration fees. See www.forwardaward.org/friends.html for details.

Registrations must be received by January 22, 2010.

Confirmations will include directions to Mercy Center, on the main Mercy Health System campus, where the seminar will take place.

For attendance at two-day seminar: _____ # of registrants

Total amount due \$

Space is limited, and registration will be accepted on a first-come, first-served basis.

*Cancellation policy: WFA will refund the registration fee less a \$25 administrative fee for any participant who cancels registration by **Thursday, January 14, 2010**. No refunds can be extended after that date; however, registrations are fully transferable at any time prior to the training dates of February 2 and 3, 2010.*

Name _____

Title _____

Organization _____

Mailing Address _____

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Check enclosed

P.O. enclosed P.O. # _____

Please invoice me.