

Join the ASQ  
Section 1216  
Group on  
**LinkedIn**

<http://www.linkedin.com/groupRegistration?gid=2451778>

### Quotes:

Change is inevitable-except from a vending machine.  
— Robert C. Gallagher

Do you know the difference between education and experience? Education is when you read the fine print; experience is what you get when you don't.  
— Pete Seeger

A successful man is one who can lay a firm foundation with the bricks others have thrown at him.  
— David Brinkley

### Quality Link of the Month:

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



## March Meeting: Tour of McPherson Guitars

Location: 1204 Roberts Road  
Sparta, WI 54656  
Phone: (608) 366-1407

When: Tuesday, March 16, 2010 at 5:30 PM

Combine exquisite craftsmanship and cutting edge guitar design and you have McPherson Guitars. ASQ Section 1216 is pleased to announce the March 2010 meeting will feature a tour of McPherson Guitars in Sparta, Wisconsin.

McPherson Guitars is the brainchild of Matt McPherson, a design guru with more patents to his name than Imelda Marcos has shoes in her closet. His incredible ear and unrestricted design ideas have opened up new possibilities for guitars as well as a plethora of other products he is involved with. He has all the latest CNC, laser, and analytical tools, but his guitars still must play and sound right to his ear. The fact that he has many renowned performers coming through his studios and trying out the newest creations certainly helps the validity of his design choices.

McPherson guitars are made to have the most stable neck in the business and can travel - in the supplied custom-made Ameritage carrying case - from Alaska to Brazil with no movement in action or tone. The body uses a cantilevered neck design that never touches the top, allowing it to vibrate freely. The bracing pattern is unique in that it utilizes a pattern with no touching cross braces and paper thin diagonal spruce reinforcement. The offset sound hole is also a step away from tradition, creating an increased flexible surface area on the central part of the instrument. Each guitar also comes with three hand fitted bone saddles, each filed for the compensated Buzz Feiten intonation system, and each with different heights, so that you can keep your action fairly consistent when changing string gauge. These are not generic saddles - they are made and set up for that specific guitar!

Matt's attention to detail is simply incredible. Even the tiniest areas of his guitars, such as the point between the top of the "P" on the headstock is the original piece of wood from that exact spot of the peg head veneer! Other manufactures would most commonly fill these gaps around the logo inlay with colored glue or putty. The inside of every McPherson Guitar is carefully inspected with a tiny TV camera to make sure that there are no glue stains, wood chips or splinters, or markings of any type.

And who would notice, right? Matt would.

"In days of old, craftsmen wrought with greatest care, each unknown and unseen part, for God sees everywhere." (Willcutt Guitar Shoppe, Inc., Lexington, KY)

Dinner will follow at Edwardo's Pizza Wagon (1930 Rose Street, La Crosse, WI 54603), and will include a selection of Italian fare, including pizza, sandwiches, pasta, and salad. The cost is \$15.00 for ASQ Members and guests; and \$8.00 for Students with ID. Please RSVP by replying to the Evite, or contact Shannon Hunt 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>

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

## La Crosse - Winona ASQ Section 1216 News

**2010-2011 Section Board:** A big Thank You goes out to the 2009-2010 section board volunteers. If you do not plan to remain on the section board for the 2010-11 year, please notify Jim Subart by March 31. The deadline for board positions to be filled is May 15, 2010. If you are interested in a position on the board contact Byron Collins. Currently, the Secretary, Internet Liaison, and Program Chair positions are open. Position descriptions and contact information can be found on the section website at <http://asq1216.homestead.com/Leadership.html>

**Mayo Presentation:** The presentation materials from the February meeting on Lean and Six Sigma at Mayo Clinic are now available on the section website:

[http://asq1216.homestead.com/files/Section\\_Meetings/2010\\_02\\_16\\_Mayo\\_Clinic\\_-\\_Creating\\_the\\_Future\\_Through\\_a\\_Focus\\_on\\_Quality.pdf](http://asq1216.homestead.com/files/Section_Meetings/2010_02_16_Mayo_Clinic_-_Creating_the_Future_Through_a_Focus_on_Quality.pdf)

**ASQ Member Unit Satisfaction and Loyalty Study:** 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. The study deadline has been extended to *March 10*. 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>

**New Recertification Chair:** Eric Derbyshire will be taking over the Recertification Chair position from Donna Kinley. Please address your recertification materials and questions to Eric at [eric.derbyshire@bench.com](mailto:eric.derbyshire@bench.com).

Hard-copy materials should be sent to:

Eric Derbyshire  
c/o Benchmark Electronics  
4065 Theurer Boulevard  
Winona, MN 55987

## La Crosse - Winona ASQ Section 1216 Spring Conference

*April 8, 2010, Toner Center, St. Mary's College*

This year's Spring Conference will feature the theme of Quality Planning for a Rainy Day. The programs will be:

- **Achieving Strategic Alignment** presented by Dave Weber - Chief of Strategic Operations, Rochester Community and Technical College (RCTC) -- The pressure to be accountable and demonstrate organizational performance and student success continues to increase. To meet this challenge, organizations need to develop new processes that align strategies, resources, people and measures with strategic goals. See how Rochester Community and Technical College (MN) has created and integrated planning and accountability system linking college, division, and academic and nonacademic dashboards to assess and track performance supporting continuous improvement and innovation.
- **The QMS Linkages: Objectives, Management, & Continual Improvement** presented by John Moorhouse - President, Northstar Quality, Inc. -- This workshop is a "nuts & bolts" presentation on how objectives are at the center of the quality management system (QMS), and how to use your QMS to drive improvement towards your objectives. This presentation is equally applicable to any QMS, including ISO 9001, ISO 13485, AS9100, ISO/TS 16949, etc. This presentation will be especially beneficial for smaller and medium sized companies, including job shops and those who struggle to implement effective management reviews. We'll discuss processes and give you several example documents you may use for improving your QMS.
- **KEYNOTE ADDRESS: Sample size of One - Quality/Lean and Autism** - Jd Marhevko - Vice president of Quality and Process Excellence, SPX Corporation -- We all interact with the medical industry - either on our own behalf, or as an advocate of another. Jd will explore her own interaction with the medial industry with the use of quality tools. If you thought that root cause analysis, containment, implementation, verification, before/after testing, etc. where just for manufacturing, think again. Because there is no "cure", there is the perpetual loop of what to do to continue to manage the effects.

In addition to the conference presentations, Jd Marhevko will present a half-day workshop on Strategic Planning and Execution Using Lean Tools. Learn from this hands-on session how to utilize Lean Six Sigma tools at the organizational strategic planning level. The discussion takes participants through the define, measure, analyze, improve, and control (DMAIC) process. The DMAIC process is successfully used by multiple types of organizations. Managers will see how they can visualize, articulate, and execute a plan to meet their organizational business goals. They will be able to tailor their approach to meet their unique business needs. The workshop will run from 10:00 am to 2:15 pm. Lunch will be provided. For more information, see the attached Spring Conference flier.

**NOTE: CAMPUS PARKING PERMITS ARE REQUIRED TO BE DISPLAYED ON VEHICLES.** Printable permits will be available on the section website by April 1st.

## WFA to Offer Leadership in Excellence and Customer Focus Webinar Series

Customers expect even more of us in tough times. Good thing you can meet the challenge without leaving your desk by attending the energizing and practical 3-part web-based series on Leadership in Excellence and Customer Focus. We have joined with several thought-leading societies to bring you these lively and content-rich sessions by Robin Lawton. The top expert on customer-centered excellence, Rob is also a best-selling author who was recently ranked #1 of 88 speakers by an international organization.



Anyone can cut costs. But not many can save \$20 million as one organization did AND simultaneously make dramatic improvements in customer satisfaction, win best-in-class recognition and foster innovation from a highly motivated workforce. When these results occur again and again, you know it is not a fluke. Get key insights in how to actually do this with key members of your team. Attend one or more of these related events at *noon-2 PM Eastern*:

*March 12: ACHIEVING 8 DIMENSIONS OF EXCELLENCE* - How to align strategy, service and measures with customer priorities

- What are the drivers of satisfaction and which of them is most important
- How the 8 Dimensions promote strong alignment between strategy, customer focus and daily work
- How initiatives like Six Sigma, Lean, ISO and others can better integrate customer focus
- What are the four (4) dimensions that most balanced scorecards mistakenly overlook
- How you can assure any improvement effort yields at least a 5:1 return on investment

*March 19: THE 12 VOICES OF THE CUSTOMER* - How to uncover, translate & deliver what customers want

- The most common methods for capturing the voice of the customer
- Why surveys fail and how to avoid that fate
- How to eliminate confusion about who “the customers” really are
- The word formulas that always uncover what customers want most (but not necessarily what they will normally tell you)
- How anyone can translate squishy perceptions into objective measures with simplicity and speed

*April 16: MEASURING SATISFACTION* - With and Without Surveys

- What methods define strategic objectives in a way average employees find personally relevant
- How to measure intangible knowledge and service work, relevant to customers
- How to translate ambiguous customer perceptions into objective criteria
- How you can design satisfaction surveys that direct and track improvement
- How to apply the power of sophisticated design methods with the simplicity of adding 2+2
- How you can inspire others to actually want to create measures of customer success
- How you can support innovation and competitive advantage
- How your organization can strengthen performance on Baldrige criteria 2, 3, 4 and 7

For more detailed course descriptions, please see <http://www.imtc3.com/events/UpcomingEvents.cfm> or call Robin Lawton’s office at 941-907-0666 to discuss how the content will be personally relevant to you.

We look forward to hearing from you soon!

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

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

## News from ASQ Headquarters

### Receive Your FREE Member Gift!

Featured in this week's ASQ Weekly e-newsletter, ASQ members can receive a FREE gift: the Social Responsibility Resource Bundle. Featuring an e-book and webinar, this bundle will be available to download through March 31. <http://www.asq.org/member-gift/2010-03-social-responsibility-resource-bundle.html>

### FREE Webinars on Performance Excellence in Government

If you are interested in service and performance excellence in government, make sure to register for two free ASQ webinars:

*"Enterprise Lean" in Minnesota and Beyond: Another State Makes the Commitment* - This seminar will focus on lean and other continuous improvement strategies in state and local government.

*Partnering for Service Excellence: The Ontario Municipal Chief Administrative Officers' Benchmarking Initiative (OMBI)* - This webinar will showcase a successful government collaboration and benchmarking initiative.

Visit <http://www.asq.org/media-room/press-releases> to learn more.

## MAQIN (Madison Area Quality and Innovation Network) Events and Programs

April 28: *Appreciative Inquiry: Generating Positive Change*, 8:30 AM - 4:00 PM

Presenter: Jody Jacobson, Aerial View Consulting, LLC

Learn a whole new way to solve problems, create shared vision, increase buy-in, teamliness, innovative thinking, and more! You will learn AI tools and approaches that you can apply immediately in your workplace.



Madison Area Quality & Innovation Network

May 5: *Change Management: Managing Large Scale Change in Your Organization*, 8:30 AM - 3:30 PM

Presenters: Dan Loichinger (Loichinger Advantage, LLC) and Wally Jankowski (Reinvention Consultant)

Comprehend the theory and foundation of managing change. Learn how people react to change and understand the all-important associated behaviors. In this session, you will learn techniques and best practices to manage large-scale change. Tools and templates will enable you to use what you have learned immediately in your organization.

May 19: *Project Facilitation Skills*, 8:30 AM - 3:30 PM

Presenter: Malcolm Jeffris, Consultant/Principal, Howick Associates

Improve your ability to engage, involve, and influence project team members and stakeholders who are crucial to project success. Project Managers and Facilitators will learn how to use groups to get work accomplished. Participants will learn and practice techniques for sharpening facilitation, meeting management, and project management skills.

\* The New Compleat Facilitator Guide is provided to all who attend this session.

May 26: *Value Stream Mapping -- a Short Course*, 8:30 AM - 12:00 PM

Presenter: Brian Fairbrother, Orchid Group

See how VSM can help you identify unseen or unexpected roadblocks to improved customer/patient service satisfaction and organizational competitiveness. Learn how the VSM process will help you and your teams confirm suspected waste and bottlenecks in your business processes. This half-day course will give you the basic tools of Value Stream Mapping while using participant processes to showcase a hands-on, rapid, Current State - Future State Implementation Planning cycle.

To view more detailed descriptions of these presentations or to register for these events, please go to:

<http://maqin.org/programs>

## The QC Group - Course Offerings

To see a list of quality-related courses please visit <http://www.theQCgroup.com/training>.

## From ASQ Headquarters - Helping Haitian Citizens

ASQ and the quality community extends its thoughts and prayers to the people in Haiti. The recent tragedy in Haiti has many ASQ members asking their colleagues to show support. Because the need is so large, the number of avenues in which to provide relief is equally as large. The U.S. State Department Website has the latest information:

<http://www.state.gov/>

Many people are already electing to donate to the American Red Cross or the Yele Haiti Foundation using their telephone in the following way.

- Text "yele" to 501501 to make a \$5 donation to the Yele Haiti Foundation.
- Text "HAITI" to 90999 and a \$10 donation will be made to the American Red Cross.
- If you would like to help another organization, visit here for a list of active charitable organizations:  
[http://www.msnbc.msn.com/id/34835478/ns/world\\_news-americas/?gt1=43001](http://www.msnbc.msn.com/id/34835478/ns/world_news-americas/?gt1=43001)
- Sow a Seed: <http://www.sowaseedonline.org/>

Your gift now will help distribute life-saving relief supplies – including food, clean water, blankets, and tents – to children and families devastated by the earthquake and aftershocks in Haiti.

## 2009-2010 La Crosse - Winona ASQ Section 1216 Board

### CHAIR

James Subart  
507-689-9273  
rollingsubarts@embarqmail.com

### VICE CHAIR, CHAIR ELECT

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

### TREASURER

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

### SECRETARY

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

### NEWSLETTER EDITOR, INTERNET LIAISON

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

### 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

Eric Derbyshire  
Benchmark Electronics  
4065 Theurer Boulevard  
Winona, MN 55987  
507-453-4659  
eric.derbyshire@bench.com

### NOMINATING CHAIR, VOICE OF THE CUSTOMER

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

### SPRING CONFERENCE COMMITTEE CHAIR

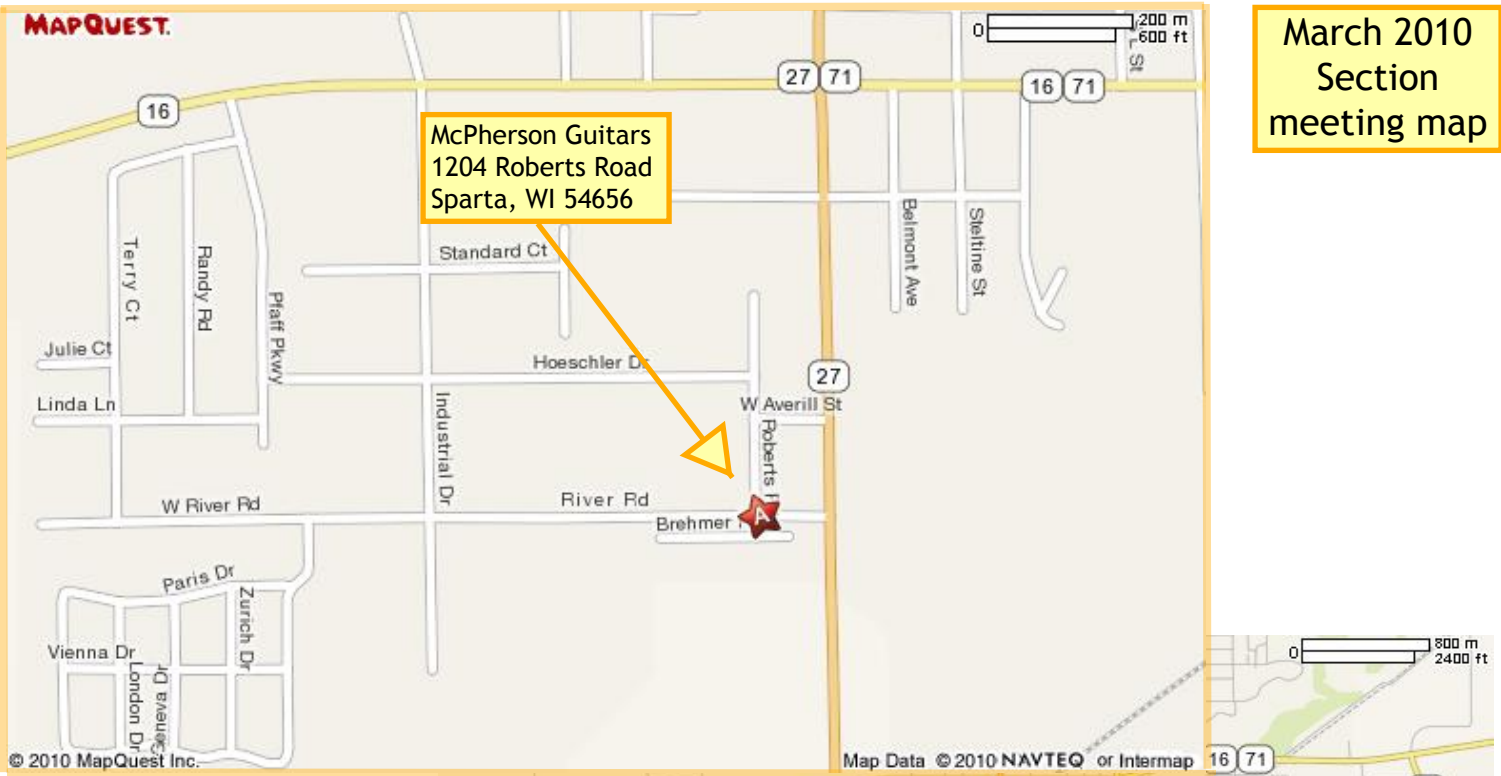
Aimee Siegler  
Benchmark Electronics  
507-453-4543  
aimee.siegler@bench.com

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

MAPQUEST.

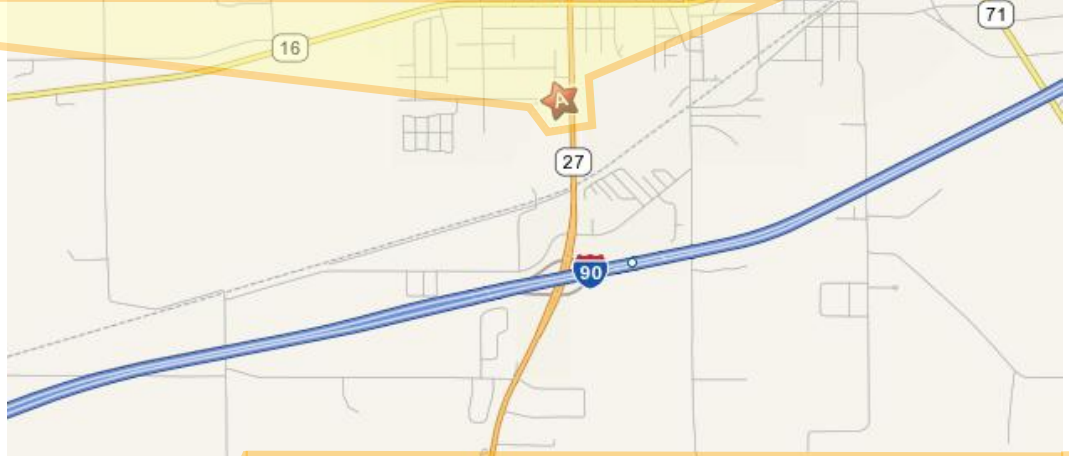
March 2010  
Section  
meeting map

McPherson Guitars  
1204 Roberts Road  
Sparta, WI 54656



© 2010 MapQuest Inc.

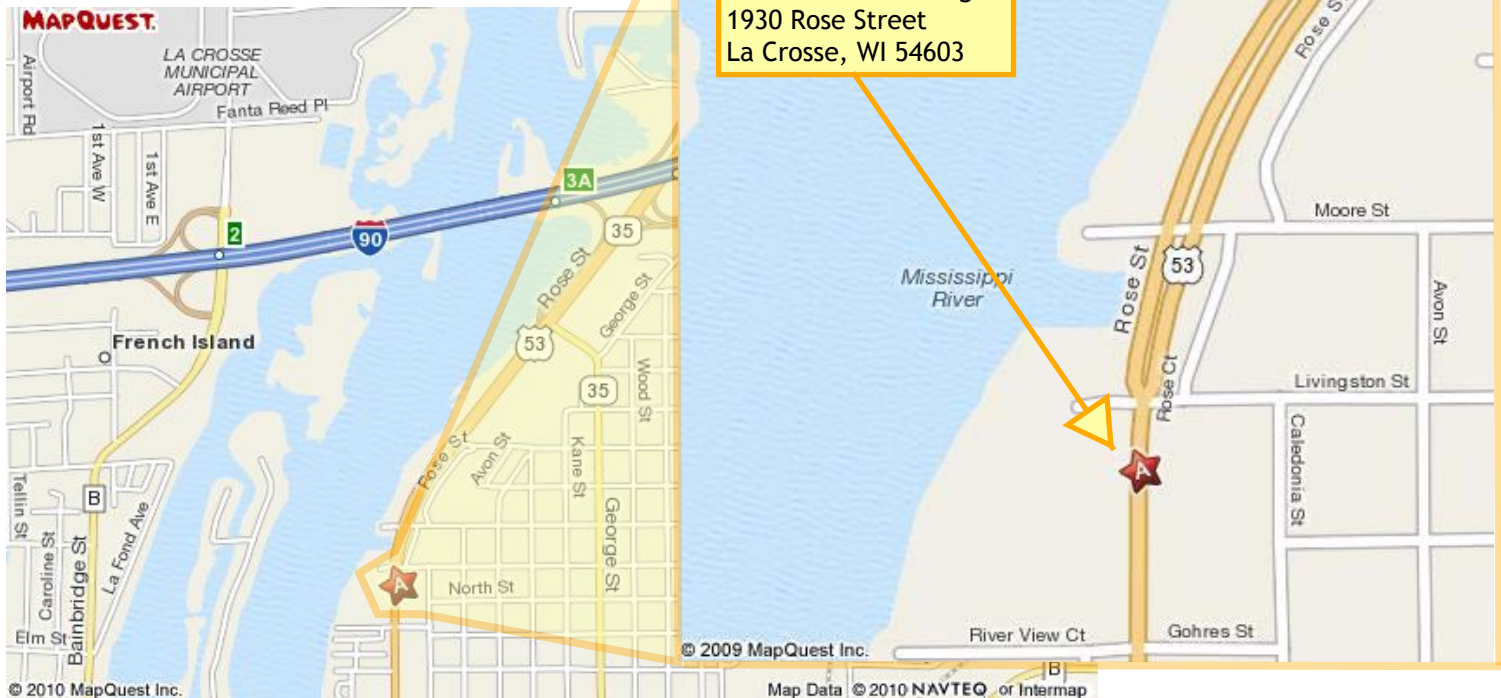
Map Data © 2010 NAVTEQ or Intermap



© 2009 MapQuest Inc.

MAPQUEST.

Edwardo's Pizza Wagon  
1930 Rose Street  
La Crosse, WI 54603



© 2010 MapQuest Inc.

Map Data © 2010 NAVTEQ or Intermap

© 2009 MapQuest Inc.



# La Crosse – Winona

ASQ Section 1216

## 2010 Spring Conference

# Quality Planning for a Rainy Day



Thursday, April 8, 2010, 2:30 pm – 7:30 pm  
At the Toner Center, St. Mary's College, Winona, MN

### PROGRAMS:

#### 2:30 pm – Achieving Strategic Alignment



**Dave Weber – Chief of Strategic Operations, Rochester Community and Technical College (RCTC)**

The pressure to be accountable and demonstrate organizational performance and student success continues to increase. To meet this challenge, organizations need to develop new processes that align strategies, resources, people and measures with strategic goals. See how Rochester Community and Technical College (MN) has created and integrated planning and accountability system linking college, division, and academic and nonacademic dashboards to assess and track performance supporting continuous improvement and innovation.

**Bio:** Dave Weber is the Chief of Strategic Operations for Rochester Community and Technical College (RCTC) where he is responsible for strategic and operational planning, college relations, quality and continuous improvement, and institutional Research. Mr. Weber serve on the Board of Examiners for the Malcolm Baldrige National Quality Award (MBNQA) from 2000 to 2006. Currently, he is a member of the Panel of Judges for the Minnesota Quality Award. He also has served on the Board of Evaluators as a senior evaluator and team leader for the Minnesota Quality Award Program from 1996 and 1999. He served on the Board of Advisors for the Rochester Area Quality Council (RAQC), an affiliate of the Minnesota Council for Quality between 1993 and 2009. Mr. Weber holds a Bachelors Degree in Marketing Education from the University of Minnesota and a Master in Management and Administration degree from Metropolitan State University.



#### 4:20 pm – Break

#### 4:30 pm – The QMS Linkages: Objectives, Management, & Continual Improvement



**John Moorhouse – President, Northstar Quality, Inc.**

This workshop is a “nuts & bolts” presentation on how objectives are at the center of the quality management system (QMS), and how to use your QMS to drive improvement towards your objectives. This presentation is equally applicable to any QMS, including ISO 9001, ISO 13485, AS9100, ISO/TS 16949, etc. This presentation will be especially beneficial for smaller and medium sized companies, including job shops and those who struggle to implement effective management reviews. We’ll discuss processes and give you several example documents you may use for simple and effective ways registered companies address:

- Building continual improvement into the QMS
- Data analysis, charting, & statistical tools
- Effective management review
- Linking the system together for managing objectives

We’ll leave some time for questions, so please bring your best ones!!



*continued...*

**Bio:** As the President of Northstar Quality, Inc., John provides expertise to organizations through training, auditing, and consulting services. He has 20 years experience in quality assurance systems for manufacturing and processing industries. In addition to consulting, John owns and manages Northstar Calibration, Inc., an A2LA ISO 17025 accredited calibration laboratory in Owatonna, MN. He has worked as a director of quality, quality manager, quality engineer, buyer, process engineer, and consultant, leading ISO 9001, QS-9000, ISO/TS 16949, ISO 13485, SAE AS9100, and ISO/IEC 17025 registrations in single and multiple-site facilities, including hands-on use and instruction of quality tools and methodologies. He holds BS degrees in Metallurgical and Chemical Engineering from the University of Minnesota, is an RAB approved QMS Auditor, and holds ASQ CQMgr, CQE, CCT, CBA, and CQA certificates, as well as a Professional Engineer license in metallurgical engineering. He leads the quality management training efforts with South Central College in Faribault, MN, is a senior member of ASQ, and is Chairman for the ASQ Hiawatha Section 1214. John is also an officer and teacher for his local church, and has served on the Board of Directors for both the Minnesota South District of the Lutheran Church Missouri Synod and Camp Omega near Morristown, MN.

### 5:20 pm – End of Presentations

### 5:30 pm – Dinner

### 6:30 pm - KEYNOTE ADDRESS: Sample size of One - Quality/Lean and Autism



**Jd Marhevko - Vice president of Quality and Process Excellence, SPX Corporation**

We all interact with the medical industry - either on our own behalf, or as an advocate of another. Jd will explore her own interaction with the medical industry with the use of quality tools. If you thought that root cause analysis, containment, implementation, verification, before/after testing, etc. were just for manufacturing, think again. Because there is no "cure", there is the perpetual loop of what to do to continue to manage the effects.



Jd uses the language of quality and lean throughout this presentation...and in some very surprising ways. You'll find it fun, engaging, and cross-applies to a variety of common issues in kids and adults.

Note that 1 out of every 91 boys is now diagnosed as Autistic...If your family isn't personally impacted today, this presentation will give you a window into the 1% of the male population that is virtually unemployable (housing, social care, etc.) in the next 10-20 years when they should be entering the workforce.

---

**NOTE: Parking permits are required to be displayed in your vehicle. Printable permits will be available on the Section 1216 web site by April 1.**

---

### Our Sponsors:



Learn more about the La Crosse-Winona Section of ASQ by visiting:  
<http://www.asq1216.homestead.com/>





La Crosse – Winona

ASQ Section 1216



# 2010 Spring Conference Half-Day Workshop

Thursday, April 8, 2010, 10:00 am – 2:15 pm  
At the Toner Center, St. Mary's College, Winona, MN

## Strategic Planning and Execution Using Lean Tools



Presented By  
**Jd Marhevko**

**Program:** Learn from this hands-on session how to utilize Lean Six Sigma tools at the organizational strategic planning level. The discussion takes participants through the define, measure, analyze, improve, and control (DMAIC) process. The DMAIC process is successfully used by multiple types of organizations. Managers will see how they can visualize, articulate, and execute a plan to meet their organizational business goals. They will be able to tailor their approach to meet their unique business needs.

**Bio:** Jd Marhevko is currently the vice president of quality and process excellence for the test and measurement segment of SPX Corporation in Canton, MI. She has been involved in operations and Lean Six Sigma efforts for more than 25 years across a variety of industries. She is an ASQ CMQ/OE and CQE. She is an MBB. She has held various MBNQA Auditor roles and was an IRCA QSA for more than 10 years. She holds a BSE from Oakland University in Michigan and an MSA from Central Michigan University. She is currently the chair of the ASQ Quality Management Division.

---

**NOTE:** Parking permits are required to be displayed in your vehicle. Printable permits will be available on the Section 1216 web site by April 1.

---

### Our Sponsors:



Learn more about the La Crosse-Winona Section of ASQ by visiting:

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

# La Crosse - Winona ASQ Section 1216

## 2010 Spring Conference • Registration Form

Pre-registrations must be postmarked by **March 29, 2010**. Make checks payable to **ASQ Section 1216**.  
There will be no refunds after **April 1, 2010**.

If you would like to pay for this event by credit card or bank transfer, please go to:

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

Use the **PayPal** BUY THIS buttons on the Spring Conference page. Using this payment method doesn't require a **PayPal** account. Please indicate which attendee(s) you are paying for by selecting "Add special instructions for the Merchant" and adding the name(s) to the comments box. If you are paying by **PayPal**, check here.

If you responded to the **Evite**, please send your payment as requested, and check here.

**Mail to:** ASQ Conference Registration  
c/o ASQ La Crosse - Winona  
PO Box 251  
Winona, MN 55987

**Contact Name:** \_\_\_\_\_  
**Company/School:** \_\_\_\_\_  
**Mailing Address:** \_\_\_\_\_  
\_\_\_\_\_  
**Phone Number:** \_\_\_\_\_  
**E-mail Address:** \_\_\_\_\_

### Pricing:

**Pre-Registration:** required for Workshops and Dinner w/ Keynote Address

	ASQ 1216 Members & Partners*	Non-Members	Students with ID
Workshop (10:00am-2:15pm)	\$40	\$50	\$20
Conference, Dinner and Keynote Address (2:30pm-7:30pm)	\$40	\$50	\$20
Dinner and Keynote (5:30pm – 7:30pm)	\$20	\$30	\$15

### On-Site Registration:

Conference only (2:30pm-5:20pm)	\$35	\$35	Free
---------------------------------	------	------	------

\* La Crosse – Winona ASQ Section 1216 and Partners.

Enter participant information below:

If you are a member of a Partner organization, please indicate the name of the organization after your name, and use the ASQ member pricing.

**Name(s):**

	Check one:			Workshop A: Creating a Leaner QMS	Select only one per participant:			Total participant cost
	ASQ 1216 Member or Partner*	Non-Member	Student		Conference, Dinner, & Keynote	Conference Only** (no Dinner)	Dinner & Keynote (no Conference)	
<b>Total:</b>								\$

\*\* If you wish to attend the Conference only, without the Dinner and Keynote, enter the On-Site Registration cost of \$35.

# Saint Mary's University of Minnesota – Winona, Minn.

700 Terrace Heights  
 Winona, MN 55987  
 (507) 452-4430  
 (800) 635-5987  
[www.smumn.edu](http://www.smumn.edu)



Parking permits are required to be displayed in your vehicle. Printable permits will be available on the Section 1216 web site by April 1.

The Workshop and Conference presentations will take place in the President's Room on the 1st floor of the Toner Center. We will then move to the faculty dining room on the second floor for the Dinner and Keynote.

Adduci Science Center <i>Classrooms, offices</i> . . . . .	21	Intramural Fields . . . . .	40	Skemp Hall <i>Student residence</i> . . . . .	11
Brother Charles Hall, Hoffman Hall		Kulas-Connaughty Power House . . . . .	41	Softball Field . . . . .	36
<b>ADMISSION CENTER</b> . . . . .	15	La Salle Hall . . . . .	22	Stonehedge <i>Residence</i> . . . . .	26
Athletic Fields . . . . .	38	<i>Classrooms, offices, student residence</i>		Oscar and Mary Jane Straub	
Athletic Offices . . . . .	50	Library . . . . .	8	Millennium Clock Tower and Court . . . . .	49
Benilde Hall <i>Student residence</i> . . . . .	4	Fitzgerald Library, McEnery Center		Student Center Plaza . . . . .	10
Cascio Family Court . . . . .	52	Maintenance . . . . .	11	<b>Michael H. Toner Student Center</b> . . . . .	1
<i>"Saint John Baptist de La Salle" by Bruce Wolfe</i>		Max Molock Memorial Baseball Field . . . . .	35	<b>Information Desk</b> , Dining Areas, Bookstore,	
Christian Brothers Residence . . . . .	30	Memorial Plaza . . . . .	48	Lillian Davis Hogan Galleries, Presidents Room,	
Ek Family Village <i>Student residence</i> . . . . .	25	New Village <i>Student residence</i> . . . . .	34	Lounge, Jay Johnson Wellness Center	
Jul Gernes Pool . . . . .	7	Oakes Plaza . . . . .	9	Track and Field/Soccer Complex . . . . .	39
Gilmore Creek Hall <i>Student residence</i> . . . . .	32	<i>"Gateway to Belief" by Alexander Tylevich</i>		Leo Ochrymowycz Memorial Soccer Field	
Gostomski Fieldhouse . . . . .	6	Pedestrian Overpass . . . . .	23	Traffic Circle . . . . .	47
<i>Track and fitness center, dance studio, courts</i>		Performance Center . . . . .	3	<i>"Logo Light" by Roderick Robertson, FSC</i>	
Griffin Hall <i>Classrooms, offices</i> . . . . .	14	<i>"The Mediatix" by Mark Balma</i>		Trustees Lounge . . . . .	53
Gymnasium . . . . .	2	Joseph Page Theatre, Figliulo Recital Hall,		Veterans Memorial . . . . .	54
Hall of Fame Room		Studio Theatre, Ben Miller Lobby		Visitor Booth . . . . .	37
Heffron Hall . . . . .	12	Pines Hall <i>Student residence</i> . . . . .	44	Visitors Cottage #1 and #2 . . . . .	27
<i>Offices, classrooms, student residence</i>		Recreation and Athletic Center (RAC) . . . . .	6	Visitors Cottage #3 . . . . .	28
The Heights <i>Offices, classrooms</i> . . . . .	31	Saint Edward's Hall <i>Student residence</i> . . . . .	17	Vlazny Hall <i>Student residence</i> . . . . .	16
International Students Office		Saint Joseph's Hall . . . . .	29	Watters Hall <i>Offices, student residence</i> . . . . .	24
De La Salle Language Institute		<i>Offices, classrooms, student residence</i>		Lasallian Honors Program	
The Hendrickson Center . . . . .	15	Art and Design Department		Saint Teresa Leadership and Service Institute for Women	
<b>Admission Center</b>		Saint Mary's Hall <i>Offices, classrooms</i> . . . . .	13		
Technology Center and World Room		Saint Mary's Press . . . . .	46		
Hillside Hall <i>Student residence, classrooms</i> . . . . .	51	Saint Thomas More Chapel . . . . .	20		
Ice Arena . . . . .	5	Saint Yon's Hall . . . . .	33		
Regan Ice Arena Lobby		<i>Offices, classrooms, student residence</i>			
Immaculate Heart of Mary Seminary . . . . .	19	Music Department			
Kelly Hall <i>Student residence</i>		Saint Yon's Valley and X-Country Trails . . . . .	42		
Leo Hall <i>Student residence</i>		Sculpture <i>"Waiting" by Margaret Mear, BVM</i> . . . . .	45		
IHM Seminary Convent . . . . .	18	Skemp Family Plaza			
<b>INFORMATION DESK</b> . . . . .	1	<i>"Stairway to the Stars" by Jerome Cox, FSC</i> . . . . .	43		

**i** Information 507-457-1585  
**A** Admission Center 507-457-1700  
**P** Parking  
**TTY** Phones at Information Desk & Library Reference Desk  
**H** Handicap Accessible Parking  
 Check Information Desk for building handicap accessibility. Please use designated visitor parking spaces.