

Join the ASQ
Section 1216
Group on
LinkedIn

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

Quotes:

My computer beat me at checkers, but it was no match for me at kickboxing.
— Emo Philips

If the only tool you have is a hammer, you tend to see every problem as a nail.
— Graham Maslow

Human beings, who are almost unique in having the ability to learn from the experience of others, are also remarkable for their apparent disinclination to do so.
— Douglas Adams

Quality Link of the Month:

http://patientsafetyed.duhs.duke.edu/module_a/module_overview.html

January Meeting: Tour Pearl Street Brewery

When: Thursday, January 20, 2011, 5:30 pm
Where: Pearl Street Brewery
1401 Saint Andrew Street
La Crosse, WI 54603

***NOTE:** We apologize for the change in the January meeting date. Our host had another commitment come up at the last minute and regrettably could not accommodate us on Tuesday.*

Please join us THURSDAY, January 20th at 5:30PM for a tour of the Pearl Street Brewery, in La Crosse, Wisconsin. The Pearl Street Brewery has been bringing a variety of handcrafted beers to the market since December of 1999, when founder and owners Joe Katchever and his dad, Anthony, brewed their first batch, following fourteen months of design and construction, in a tiny basement on Pearl Street.

The business has come a long way since. Currently they brew, bottle and keg their beers in the historic La Crosse Footwear building with an expanded 30 barrel brewery. The new brewery has over six times the brewing capacity of the old Pearl Street brew house. For the first 8 years, product was sold through nearby pubs and restaurants in draught kegs. Since July of 2007, they have added the capability to package bottled beer in six packs and cases. The brewery also added the Tasting Room & Gift Shop in November of 2007. Beer enthusiasts can now come and see everyone hard at work in the brew house, sample handcrafted brews, tour the facility, and pick up souvenirs in the gift shop. They also sponsor live music and special events on a regular basis. You can get on the Pearl Street email list to receive timely email updates about upcoming beer releases and brewery events delivered right to your inbox.

Pearl Street Beer can be found on tap in most restaurants and bars and on the shelves of retailers around the Coulee Region and beyond. In the summer of 2010 the business has expanded their market to other parts of the state. They now self-distribute their beers all the way to Madison, Green Bay, Marshfield, Oshkosh, Appleton, and many places in between.

Additional information is available at <http://www.pearlstreetbrewery.com/>

Dinner and socializing will follow at Buzzard Billy's, 222 Pearl St, La Crosse, WI, 54601, (608) 796-2277. PLEASE SEE THE ATTACHED LIMITED MENU FOR DINNER OPTIONS. 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.1

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



CERTIFICATION LINKS

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

Section 1216 Announcement: New Meeting Invitation Service for January

We are pleased to announce that a new online meeting invitation service was used for January's meeting notice. Evite has proven difficult to use, with many technical problems including members not receiving meeting e-mails or providing wrong map locations. This change will mean that your meeting invitations will not come from Evite, but from a new service called Pingg. If using Pingg proves to be a good experience we will continue using it for future meeting notices. Please contact the Arrangements Chair, Shannon Hunt, if you have problems with the new service.

Free Member Gift! Career Management Gift Bundle

At ASQ, we continuously strive to provide new resources and tools that give you the skills and knowledge you need to find the right job. This month, our member-gift highlights some of these great resources and exclusive content to help you, whether you're trying to improve your skills for your current position or are seeking to move on to bigger and better things. You will also find additional resources from Quality Progress and the ASQ Knowledge Center. This gift bundle contains the following webcasts:

VUCA: Becoming Strategic About Your Career in Quality (52min)

In this new webcast, Career Corner columnist, Hank Lindborg, shares a strategy for coping with the threats we currently face in the job market, whether they are economic, social, or technological. Lindborg shares how using a SWOT analysis can be used to flip those threats into opportunities, particularly for people passionate about quality.

Careers in Transition: Have a Plan Before You Need It (34min)

Teresa Whitacre, ASQ Fellow and Career Corner columnist discusses the opportunities to transition to other career paths, given the many transferable skills in the quality industry. Whitacre also walks through the importance of and steps toward building a solid transition plan.

Use Your Head to Get Your Foot in the Door (41min)

In this exclusive webcast, featured in the Journal for Quality and Participation, management guru, Harvey Mackay, shares some great insights from his years of experience, outlined in his new book of the same name. Learn some amazing techniques for developing your skill set, building your network, finding your dream job, and successfully landing the position when you find it.

You have access to this bundle through January 31, 2011.

Get access to your Career Management Gift Bundle today at <http://asq.org/membership/members/gift/career-management-gift-bundle.html>

Upcoming Certification Exams

Exam Date: March 5, 2011

Application Deadline: January 14, 2011

- [Biomedical Auditor](#)
 - Training: [Certified Biomedical Auditor Question Bank](#)
 - Book: [The Biomedical Quality Auditor Handbook](#)
- [HACCP Auditor](#)
 - Training: [Certified HACCP Auditor Question Bank](#)
 - Book: [The Certified HACCP Auditor Handbook](#)
- [Certified Manager of Quality/Organizational Excellence](#)
 - Training: [Certified Manager of Quality/Organizational Excellence Question Bank](#)
 - Book: [The Certified Manager of Quality/Organizational Excellence Handbook, Third Edition](#)
- [Quality Inspector](#)
 - Training: [Certified Quality Inspector Question Bank](#)
 - Book: [The Certified Quality Inspector Handbook](#)
- [Quality Technician](#)
 - Training: [Certified Quality Technician Question Bank](#)
 - Book: [The Certified Quality Technician Handbook](#)

continued...

- [Reliability Engineer](#)
 - Training: [Certified Reliability Engineer Question Bank](#)
 - Book: [The Certified Reliability Engineer Handbook](#)
- [Six Sigma Black Belt](#)
 - [Certified Six Sigma Black Belt Question Bank](#)
 - Book: [The Certified Six Sigma Black Belt Handbook, Second Edition](#)

For a list of all ASQ certifications, visit <http://www.asq.org/certification>.

Happiness Helps

Career development breeds employee engagement, boosts organizational performance
by Tom Becker

Having discontented employees who don't feel engaged in the workplace often leads to lower retention and a higher rate of absenteeism, which can affect an organization's overall performance. A career development program can help organizations retain and advance talented employees while boosting productivity and business performance.

Boredom and discontent in the workplace are serious business performance issues. In a recent international study of organizational effectiveness, 1 two-thirds of the 28,000 respondents said they were less than fully engaged by their work and organization. In turn, these organizations could be failing to perform to their true potential because weak workforce engagement can often lead to lower retention, greater absenteeism and poorer productivity.

What can organizations do? To read the complete article, please visit <http://asq.org/quality-progress/2011/01/career-development/happiness-helps.html>

Doomed to Fail

Five mistakes that will destroy your continuous improvement project in its first year
by Noel G. Caffrey and Candace G. Medina

Continuous improvement initiatives often face significant pitfalls that can doom deployment. There are five critical mistakes that deployment leaders must guard against: lack of leadership engagement, overlooking the need for change management, inadequate communication, unstructured resource selection and the assumption of good measurement systems.

Saying you're embarking on a continuous improvement project always sounds good to management. But how do you ensure those words yield concrete results that benefit the organization? While you can't promise success, being aware of these five warning signs can bring a project to fruition instead of failure.

To read the complete article, please visit <http://asq.org/quality-progress/2011/01/continuous-improvement/doomed-to-fail.html>

Time for Action

Keep problem solving in-house to enhance improvement efforts, organizational knowledge
by Jamison Kovach and Holly M. Hutchins

In difficult economic times, organizations must continue to improve while dealing with budgetary constraints. A technique called action learning can help organizations strike that balance by finding answers within instead of spending on training or outside consultants.

A problem arises that you don't know how to solve. What's your reaction? Hire a consultant? Line up a series of training sessions? Bring in new equipment? In times of budgetary constraints, these aren't always viable solutions. Fortunately, they also aren't always necessary. Using a technique called action learning, it's possible to find the answers you seek among the people you work with every day.

To read the complete article, please visit <http://asq.org/quality-progress/2011/01/continuous-improvement/time-for-action.html>

Self-Defeating Habits of Otherwise Brilliant People Conflict Resolution Workshops



The Minnesota Council for Quality, our affiliate the Rochester Area Quality Council and our partner the Mankato Area Quality Council, are pleased to announce a series of special workshops this fall and winter. All sessions will be facilitated by Anna Maravelas, founder of Thera Rising. These sessions sold out last year -- don't miss them!

February 17: Self-Defeating Habits of Otherwise Brilliant People The average manager spends between 30 and 50% of their time grappling with the fallout of mistrust and lack of cohesiveness. In a recent Gallup poll nearly 70 % of employees report they are disengaged from work. Fortunately, there are proven strategies to resist and reverse these discouraging trends.

Through thousands of seemingly insignificant interactions, we unknowingly create environments that are either cohesive or adversarial. In this life-changing seminar, these behaviors, and their far-reaching consequences, become stunningly clear. You will learn how to short-circuit destructive disagreement, extinguish incivility and eliminate reactions that trigger anger and blame. Executives and front-line employees testify that this seminar transformed the way they respond to disagreement and discontent - in their professional and personal lives. The strategies have been featured in dozens of publications including The New York Times, HR Magazine, Harvard Management Update, Oprah Magazine, and MSNBC.

At the end of the day you will be able to:

- Resist the temptation to bond teams by denigrating the efforts of others
- Prevent destructive forms of disagreement, instead of continuously being hindered by their toxic effects
- Eliminate behaviors that divide and discourage
- Turn resentment into a shared responsibility for the future
- Short-circuit the Ten Hidden Costs of Contempt
- Renew energy, collaboration and optimism
- Be hard on the problem, soft on the people.
- Shift the focus off people and personalities to the five root causes of workplace tension

Cost for the full day workshop (alone): \$200 members; \$300 members of partner organizations; \$400 non-members.
Costs for both sessions combined: \$300 members; \$450 members of partner organizations; \$600 non-members.

February 18: How to Resolve Conflict Between Direct Reports This half-day session is designed for manager, supervisors and leads that have attended Self-Defeating Habits of Otherwise Brilliant People®. During this session participants apply the skills from the seminar to conflict between direct reports, using hands-on exercises, case studies and examples from their own teams. Leaders learn how to avoid the common missteps in conflict resolution by: remaining neutral and unbiased; separating interpretations from facts; coaching individuals to move from resentment about the past to shared responsibility for the future; following up and insuring compliance. This process draws out the best in people and restores collaboration. After accessing a proven process and skilled facilitation most individuals embrace positive change with quiet relief. They value and maintain their gains, and the results are surprisingly resilient.

At the end of the session you will be able to:

- Respectfully deflect anger and self-righteous indignation
- Avoid common errors such as attempting to resolve conflict based solely on perceptions from the past
- Separate understanding from agreement
- Prepare individuals for a face-to-face meeting by recording a brief history, highlighting their primary concerns, and identifying specific, future-oriented behaviors
- Facilitate a meeting with both direct reports to discuss each person's concerns and ideas
- Write a private "covenant," a series of specific agreements that govern future behavior
- Agree on a process for follow-up

...continued

Cost for the half-day workshop (alone, if you attended Self-Defeating Habits previously): \$125 members; \$200 members of partner organizations; \$250 non-members. Costs for both sessions combined: \$300 members; \$450 members of partner organizations; \$600 non-members.

Anna Maravelas is the author of, "How to Reduce Workplace Conflict and Stress" (Career Press) which readers rate a five-star "must read" on Amazon.com. Anna's work has been published in the NY Times, Oprah Magazine, and MSNBC. More information on Thera Rising can be found at <http://www.therarising.com/>. Council sessions led by Ms. Maravelas in Minneapolis, St. Paul, and Rochester all sold out last year (and had nearly 100% attendee satisfaction!). Don't miss this valuable program!! Space is limited. Please register by emailing brian.lassiter@councilforquality.org your name, organizational affiliation, email address, and which session(s) and location(s) you prefer.

The QC Group - Course Offerings

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

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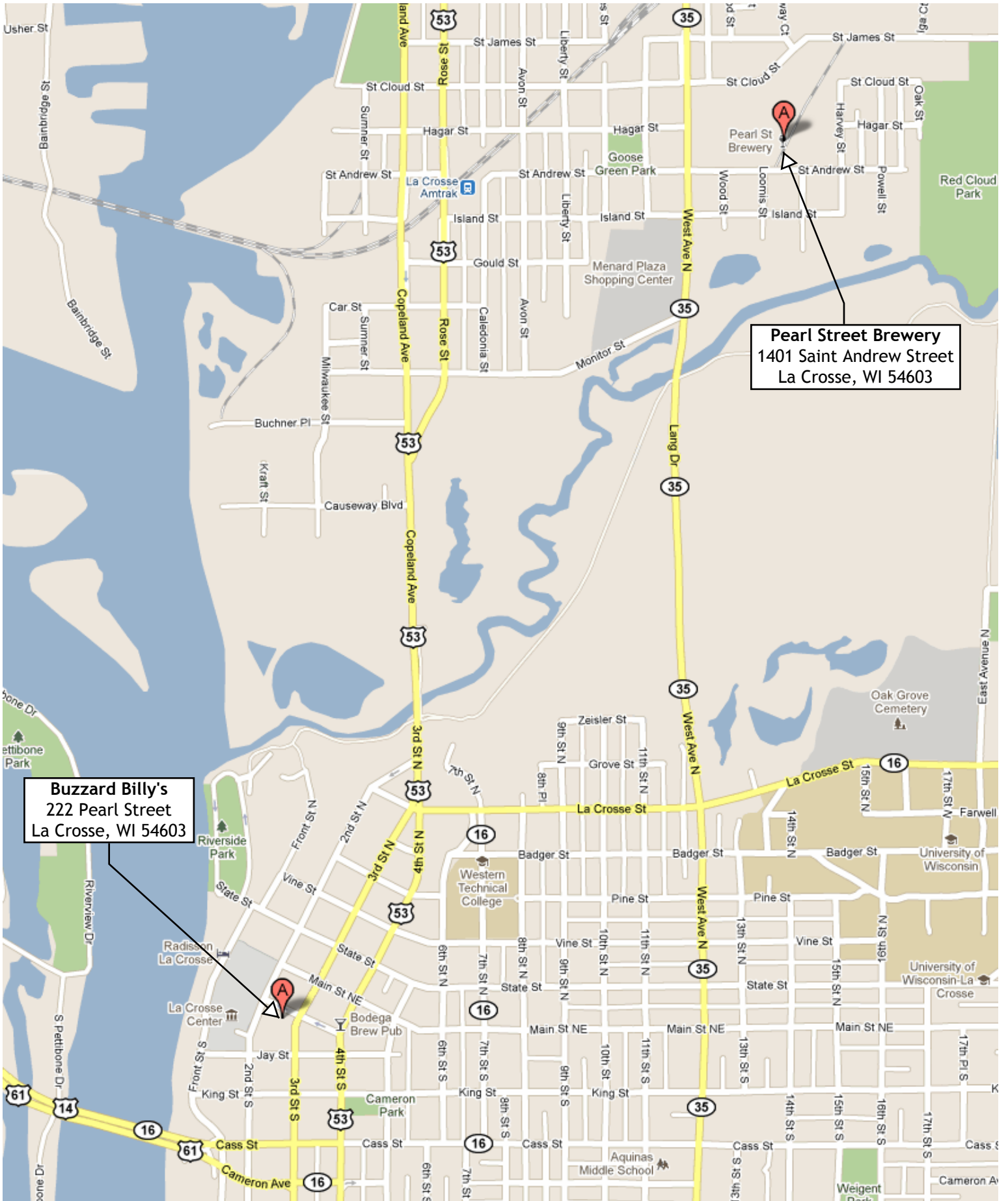
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Please check out the section website at: <http://www.asq1216.homestead.com/>

ASQ Section 1216 January Meeting Map



Buzzard Billy's Custom ASQ 1216 Menu

SALADS

Mean Green Chicken Salad

Grilled or fried sliced chicken breast drizzled with our own mean green jalapeno lime sauce served over fresh salad greens with tomato, red onion, cucumber, cheddar and monterey jack cheese. Awesome with our house ranch dressing! **6.99**

Blackened Chicken Salad

Juicy slices of chicken breast that have been blackened using the traditional Louisiana cooking method. Served over fresh salad greens with tomato, red onion, cucumber and Cheddar and Monterey jack cheese. **6.99**

(Grilled chicken can be substituted at no additional charge)

Jamaican Jerk Chicken Salad

Boneless chicken breast marinated in and rubbed with an authentic sweet and fiery Jamaican Jerk paste, then grilled, sliced, and served atop fresh salad greens with tomato, red onion, cucumber and cheddar and Monterey Jack cheeses. **7.99**

Grilled Chicken Caesar Salad

Romaine lettuce tossed with a premium Caesar dressing, sprinkled with shredded Parmesan cheese, diced tomatoes and grilled chicken breast. **7.99**

Greek Salad with Grilled Chicken

Romaine lettuce tossed with Balsamic Vinaigrette and topped with red onion, artichoke hearts, black olives, Feta cheese and fresh grilled diced chicken breast. **7.99 Available without Chicken 5.99**

Tossed Garden Salad

Fresh salad greens tossed with tomato, cucumber, red onion, and Monterey Jack and Cheddar cheeses. Served with your choice of dressing. **4.99**

PASTA

New Orleans chefs, especially the Creole-Italians, have always loved to create pasta dishes. You'll notice the jazzed-up twist in our creations. All served with French bread.

Rasta Pasta

A spicy sweet combination of Fettuccine Alfredo made with Caribbean spices and topped with slices of fiery Jamaican Jerk Chicken. A very unique and spicy pasta dish. **1/2 order 7.99**

Shrimp Fettuccine Alfredo

Succulent and tender gulf shrimp sautéed in Creole herbs and spices to give the classic alfredo a flavorful twist that is like none you've ever tasted before. **1/2 order 7.99**

Crawfish Fettuccine Alfredo

Tender crawfish tails sautéed in Creole herbs and spices to transform the classic alfredo into a rich golden Louisiana delicacy. **1/2 order 7.99**

Chicken Fettuccine Alfredo

Diced chicken breast, sautéed in Creole herbs and spices to give the classic alfredo a flavorful twist that is like none you've ever tasted before.

Substitute blackened chicken if you prefer. **1/2 order 7.99**

Mardi Gras Pasta

A taste as sinful as the celebration it's named for. Andouille sausage, chicken and ham sauteed in Creole herbs and spices then blended with fettuccine noodles and our alfredo sauce. **8.99**

Jambalaya Pasta

Our classic jambalaya with Andouille sausage, chicken and ham tossed with fettuccine noodles instead of rice. A great spicy dish for pasta lovers. **8.99**

Pasta Primavera

Seasoned broccoli, carrots, green beans, red and yellow peppers tossed with our Fettuccine Alfredo and topped with Asiago cheese. **6.99**

Fettuccine Alfredo

The classic dish, with no meat, done with a New Orleans twist. **5.99**

TRADITIONAL CAJUN CREOLE DINNERS

Red Beans and Rice

With this classic dish, we simmer red beans for hours in a special blend of herbs and spices, then ladle them over rice. Served with hushpuppies. **5.99**

Red Beans & Rice with Andouille Sausage

Andouille sausage is a spicy, heavily smoked Cajun sausage used almost exclusively in Louisiana. Grilled and served atop a mound of red beans and rice **8.99**

Chicken Creole

Juicy chicken breast meat sautéed in garlic and Creole spices, then simmered with a Creole sauce of tomatoes, onions, celery and bell pepper. Served around a mound of dirty rice with French bread. **11.99**

Jambalaya

The name for this classic Louisiana dish is translated as "ham and rice". Using the French word "jambon" for ham and the African word "ya" for rice, our version is a spicy blend of ham, chicken breast, Andouille sausage, rice, tomatoes, onions, celery and bell pepper. Served with French bread. **8.99**

HOUSE SPECIALTY DINNERS

Voodoo Tuna

Eight-ounce yellow fin tuna steak, lightly blackened then drizzled with a delicate burgundy wine sauce. Served with rice and vegetables. **11.99**

Jamaican Jerk Chicken

Two boneless chicken breasts, marinated in a heavily seasoned sweet and spicy marinade, then basted with a Jamaican "rub" and grilled. Served with rice and vegetables. **11.99**

BLACKENED SPECIALTIES

Blackening is a Louisiana cooking method in which the meat is dredged in butter and coated with spices, then dropped in an extremely hot cast iron skillet. The butter cooks off, leaving a dark flavorful crust on the outside and tender juicy meat on the inside. Served with rice and vegetables.

Blackened Catfish

Two farm-raised fillets. One of the best fish for blackening. Most people don't realize that catfish can be this good! **11.99**

Blackened Chicken Dinner

Two breast fillets. This is a great way to do chicken. **11.99**

Blackened Salmon

An 8 ounce salmon fillet done just right and served with a dijon dill sauce. **11.99**

FRIED DINNERS

All served with fries and hushpuppies.

Catfish Dinner

Two farm-raised fillets rolled in a southern style breading and fried to a golden brown. Served with tartar sauce. **11.99**

POBOYS

A poboy is a hoagie-style sandwich that originated in New Orleans. All poboys are served with a choice of fries, pasta salad or hushpuppies. Unless denoted with a (**), all poboys come with lettuce, tomato and onion.

Shrimp Poboy

Fresh shrimp hand breaded and fried, then stuffed in a French roll. Served with our homemade remoulade sauce. **7.49**

Blackened Catfish Poboy

Farm raised catfish fillet, seasoned and blackened, then stuffed in a French roll. Served with tartar sauce. **7.49**

Chicken Philly Poboy ()**

Juicy, Philly-style chicken breast grilled with onions, bell pepper, mushrooms and Swiss cheese and served on a French loaf. Served with a side of mayo. **7.49**

Catfish Poboy

Farm raised catfish fillet, rolled in a southern style breading, fried and stuffed in a French roll. Served with tartar sauce. **7.49**

Philly Cheesesteak Poboy ()**

USDA Choice Philly beef grilled with onions, bell pepper, mushrooms and Swiss cheese and served on a French loaf. Served with a side of mayo. **7.49**

Andouille Swiss Poboy

Andouille sausage (pronounced "ahn-doo-ee") is a spicy, heavily smoked Cajun sausage. Grilled, topped with Swiss cheese and served in a French roll with a side of mayo. **7.49**

Veggie Poboy ()**

A delicious blend of artichoke hearts, mushrooms, red bell pepper, sun-dried tomato pesto and spinach, sautéed in olive oil and garlic, then finished with a hint of Asiago cheese. The best vegetarian sandwich you'll ever eat. Served on a grilled French roll. **7.49**

SANDWICHES

All sandwiches are served with a choice of fries or pasta salad and all come with lettuce and tomato.

The Billy Burger

Two quarter-pound ground beef patties, grilled and served on a fresh Kaiser roll. **5.99**

The Billy Cheeseburger

Same as the Billy Burger topped with a slice of American cheese. **6.49**

The Bleu Bacon Swiss Burger

Two quarter-pound patties grilled and topped with bacon, bleu cheese dressing and Swiss cheese. Served on a fresh Kaiser roll. **6.99**

Mushroom Swiss Burger

Two quarter-pound ground beef patties, grilled and topped with sautéed mushrooms, Swiss cheese, and our own secret sauce. Served on a fresh Kaiser roll. **6.99**

Bourbon Street Chicken

Big juicy chicken breast fillet, marinated using our own sweet and tangy recipe. Grilled and served on a fresh Kaiser roll. **6.49**

Jamaican Jerk Chicken

Many Creole people were of Jamaican descent, and their food style made it to New Orleans. A juicy chicken breast marinated in a heavily seasoned sweet and fiery marinade, grilled and served on a Kaiser roll. **6.99**

Blackened Chicken Sandwich

Juicy chicken breast, dipped in butter, seasoned and blackened. Served on a fresh Kaiser roll. **6.49**

Blackened Chicken Mushroom Swiss

Boneless chicken breast, dipped in butter, seasoned and blackened. Topped with sautéed mushrooms, our own secret sauce and Swiss cheese. Served on a fresh Kaiser roll. **6.99**

Mean Green Chicken Sandwich

A hand breaded chicken breast fried to a golden brown and coated with our own Mean Green Jalapeno Lime Sauce. Served on a fresh Kaiser roll. **6.99**



Hiawatha Section 1214

Serving Southern Minnesota and Northern Iowa

Spring Semester 2011 Center for Business & Industry Quality & Process/ Performance Improvement Courses

South Central College – Faribault Campus

1225 3rd Street SW, Faribault MN 55021 ♦ 507/332-5800

COURSE NAME	DATES	DAY	TIME	TOTAL HOURS	TUITION
Lean 101: Principles of Lean Manufacturing (Fairmont Holiday Inn)	1/20/11	H	8a-4:30p	8	\$249
Lean 101: Principles of Lean Manufacturing	1/25/11	T	8a-4:30p	8	\$249
Introduction to Quality	1/25-1/26/11	TW	8a-4:30p	16	\$445
Problem Solving Tools & Methods	2/17/11	H	8a-4:30p	8	\$235
Project Management	3/15/11	T	8a-4:30p	8	\$235
Workplace Lean PILLARS (Introduction to Office Lean)	3/29/11	T	8a-4:30p	8	\$249
Understanding & Implementing ISO 9001	4/12/11	T	8a-4:30p	8	\$235
Internal Auditor Skills	4/13/11	W	8a-4:30p	8	\$235
Lean 101: Principles of Lean Manufacturing	4/26/11	T	8a-4:30p	8	\$249
Supplier Quality Management & Improvement	5/4/11	W	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 workshops/courses 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 Center for Business & Industry at South Central College:

Tom Kammer ♦ 507/389-7336
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Your Resource for Knowledge, Skills & Strategies

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

Hiawatha Section 1214 has an *Education Assistance Program* which is available to provide funds to the membership where there is a financial need. To see the Section Policy and get an application, please contact the Education Chair, Tom Kammer at 507/389-7336 or tom.kammer@southcentral.edu.

Recertification units (RUs) may be available for workshop attendance.