

Join the ASQ
Section 1216
Group on


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

Quotes:

It's pretty hard to be efficient without being obnoxious.
— Kin Hubbard

And while the law of competition may be sometimes hard for the individual, it is best for the race, because it ensures the survival of the fittest in every department.
— Andrew Carnegie

If I have a thousand ideas and only one turns out to be good, I am satisfied.
— Alfred Nobel

Quality Link of the Month:

<http://www.qaproject.org/methods/resimprove.html>

February Meeting: Presentation on Winona Health Quality Initiatives

When: Thursday, February 24, 2011, 5:30 pm

Where: Winona Health
855 Mankato Avenue
Winona, MN 55987

Please join us Thursday, February 24th at 5:30PM for a presentation on Winona Health's Continuous Systems Improvement (CSI) activities, in Winona, Minnesota. *We will meet in the Parkview Office Building* (see attached map). Winona Health (WH) is a small, rural community healthcare system in southeastern Minnesota that has been proudly owned by its community for 116 years. Because of its proactive approach to integrating technology, Winona Health holds a unique position with regards to community health systems and has been recognized as a role model. As a community healthcare provider, Winona Health focuses on ensuring a high quality healthcare experience for each patient and resident through their hospital, primary and specialty care clinics, assisted living communities, skilled nursing home, home care, hospice and palliative care services.

A focus on performance excellence and organizational learning is embedded in the culture at WH and is reinforced through a system-wide focus on Continuous Systems Improvement (CSI). Innovation is inherent in the organization's improvement processes and in 2009, after a cycle of evaluation, WH's performance improvement process evolved into the current model of CSI which includes the systematic application of PDCA (Plan, Do, Check, Act). In 2004, WH began to use the Malcolm Baldrige criteria as a management tool to accelerate performance to even higher levels. Feedback from the Baldrige application process provides WH with additional opportunities to improve organizational performance and learning. Linda Wadewitz, Director of Continuous Systems Improvement (CSI), will present an overview of the CSI process and provide highlights from improvement events, including:

- Primary Care Clinics Phone System
- Laboratory Ordering Process
- Inpatient Services Delirium Reduction
- Emergency/Urgent Care Services Alcohol & Other Drug Abuse (AODA)/Mental Health Collaborative Care
- Senior Services Volunteer Process
- Employee Injury Reporting & Accident Investigation Process
- Imaging Services Outpatient CT Contrast Process
- Imaging Services MRI/CT Coding Process

Dinner and socializing will follow at the Green Mill, 1025 Highway 61, Winona, MN 55987, (507) 452-5400. 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.

Pay for this meeting and other events with **PayPal™**
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>



Free Member Gift! Free Member Gift – Variability Reduction Process Gift Bundle

The Variability Reduction Process (VRP) Webcast Series*

In this exclusive webcast series, contributing expert and ASQ Fellow Jack ReVelle walks us through the process he uses for identifying and reducing variation.

•**VRP—Part 1: Quality Function Deployment (29 minutes)** - In the first installment of this three-part series, learn how QFD can be used in conjunction with the voice of the customer table and the Kano model to identify critical factors to be tested with design of experiments.

•**VRP—Part 2: Design of Experiments (38 minutes)** - In the second installment, learn how DOE, with a focus on robust design, can be used to identify critical process inputs to be monitored with statistical process control.

•**VRP—Part 3: Statistical Quality Control and Statistical Process Control (30 minutes)** - In this last installment, we close the connectivity chain that goes from pinpointing customer needs, to making improvements, and finally to sustaining those improvements with the application of SQC and SPC. This webcast also ties in the roles of the seven QC tools and the seven supplemental tools in the process.

Bonus webcasts related to VRP:

•ASQ Webcast: The Kano Model (19 minutes)

•ASQ Webcast: Voice of the Customer (17 minutes)

* Your computer may need to install a WebEx viewer to view these webcasts.

You have access to this bundle through February 28, 2011.

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

Free Lean Training

Presented by Western Technical College, the 7 Rivers Alliance, Minnesota State College-Southeast Technical, Winona State University, and the Winona Chamber of Commerce

Lean Essentials

Lean manufacturing is changing businesses around the globe through techniques and tools that translate directly into your bottom-line profits. It is not uncommon to save \$10,000, \$200,000, or even more by implementing simple Lean manufacturing techniques.

Now, businesses in Minnesota are able to learn more about Lean from the certified trainers at Western Technical College in La Crosse, Wis. This unique partnership between Western Technical College, the 7 Rivers Alliance, Minnesota State College-Southeast Technical, Winona State University, and the Winona Chamber of Commerce allows you to learn about Lean with no cost to you or your company. Funding is provided by the Community-based Job Training Grant issued by the US Department of Labor to Western Technical College.

Training will be held at the Winona Chamber of Commerce, 902 E. Second Street, Suite 120, Winona, MN 55987. Seminars will run from 8:00 a.m. to 4:00 p.m.

Both Wisconsin and Minnesota companies are welcome to attend.

Lean is effective and that is important to your business! Western chose the certification approach to Lean training because we believe it yields both the quickest impact on the bottom line and the greatest long-term payoff through increased capacity for continuous improvement. The program allows you to mentor key individuals in your organization as in-house Lean experts.

continued...

Lean Certificate + Lean Certification = Success

Earning the Lean Certificate means that you understand the key principles of Lean and that you have gained experience in putting those principles to work by attending six full-day Lean seminars that include hands-on simulations and classroom discussion, engaging you in a blended learning model.

To earn the Lean Certification, you not only attend the six full-day Lean seminars but you also complete an on-site Company Project. Western project managers are available as mentors to assist you with your implementation. Afterwards, your company will be ready to continue the journey with ongoing improvements that directly affect your bottom line.

Lean Essentials is funded by the Community Based Job Training Grant provided by the US Department of Labor's Employment & Training Administration.

Lean 101

March 24, 2011

This workshop introduces the systematic approach to eliminating waste in the manufacturing process. Interactive learning with live simulations provides realistic before and after scenarios.

Registration Form

5S/Visual Work Place

March 31, 2011

Learn how to employ the 5 S methods and implement visual workplace techniques in your operations.

Registration Form

Value Stream Mapping

April 7, 2011

VSM is a Lean tool that you can use to visually depict the material and information flow throughout a given process. You will gain the ability to map your real work process.

Registration Form

Principles of Cellular/Flow Manufacturing

April 14, 2011

When processes are balanced, the product flows continuously and customer demands are met easily. Cellular/Flow Manufacturing links manual and machine operations into the most efficient combination of resources to maximize value-added content while minimizing waste.

Registration Form

Quick ChangeOver/Set-up Reduction (SMED)

April 21, 2011

Builds on the principles of the Single Minute Exchange of Dies (SMED) system to dramatically reduce or eliminate change over time. The four step change-over process is used to help companies design no-cost/low cost solutions to reduce change over time.

Registration Form

Total Productive Maintenance

April 28, 2011

Learn to analyze Overall Equipment Effectiveness (OEE) to determine how much equipment time is being used effectively.

Registration Form

Lean Essentials is funded by the Community Based Job Training Grant provided by the US Department of Labor's Employment & Training Administration.

Questions?

For course information, contact Joel Turino at 608.787.5112 or turinoj@westernnc.edu. For registration information, contact Rose Schell at 608.785.9291 or huebschr@westernnc.edu.

The QC Group - Course Offerings

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

ASQ Section 1216 La Crosse - Winona 2010-2011 Section Board

CHAIR

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

VICE CHAIR, CHAIR ELECT

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

TREASURER

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

SECRETARY, NEWSLETTER EDITOR

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

INTERNET LIAISON

Jack Ikhtiari
OEM Fab
715-743-8486
jikhtiari@oemfab.com

PROGRAM CHAIR

Lynn Loynes
Watlow
507-494-5310
lloynes@watlow.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
507-453-4659
eric.derbyshire@bench.com

NOMINATING CHAIR, VOICE OF THE CUSTOMER

James Subart
507-689-9273
rollingsubarts@embarqmail.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/>