

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

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

### Quotes:

Golf without bunkers and hazards would be tame and monotonous. So would life.  
— BC Forbes

If you always do what you've always done, you'll always get what you've always got.  
— Ed Foreman

The important thing is this: To be able at any moment to sacrifice what we are for what we could become.  
— Charles DuBois

### Quality Link of the Month:

<http://disneyinstitute.com/>



## September Meeting: Tour Southwind Orchards

When: Tuesday, September 20th at 5:30 PM

Where: Southwind Orchards

45440 County Rd. 12

Dakota, Minnesota 55925 (see attached map)

Please join us, and our host John Curtis, for a tour of the Southwind Orchards, located on County Rd 12, 8 miles north of La Crescent, MN.

Southwind Orchards was started in 1946 in Dakota, Minnesota by the Wilke Bros. of Winona and Minneapolis. They bought a number of farms in the area and were able to put together 1000 acres of land connected together. They planted 160 acres to apple trees with a large amount being the Beacon variety, which ripens in August and early September. In 1954 they build their first cold storage.

In 1971 the Wilkes sold Southwind Orchards to the Hechter family of Bloomington, MN. In 1992 they brought in new management to renovate the old orchards to new varieties using modern culture practices. Today Southwind Orchards continues to grow in production of apples. New varieties and a few good old stand-by varieties of apples are all grown on dwarf rootstock. The orchard facilities include large cold storage and a retail store. They are partners in the Mississippi Valley Fruit Packers, and members of Minnesota Grown and Minnesota Apple Growers Association. Their goal is to deliver to our customers the best possible quality at a competitive price.

Some highlights of the tour will include how Southwind approach to:

**Helping Nature:** To inject zippy, tangy flavor of Southwind apples, the root system is protected by an organic covering of sod mulch culture. This provides moisture control and a balanced mineral diet so essential to the quality of an apple.

**Gentle Handling Methods:** To Safeguard the apples from blight, shielding them from worm and insect, is the continuous cycle of spraying with latest materials and equipment. Bruises and cuts are eliminated by careful handling of each apple. Stringently graded at packing time, you get only the best of the crop.

**Humidified Cold Storage:** Southwind apples sleep contentedly in a controlled atmosphere of 32° Fahrenheit and a heavily laden mist of 90% humidity. Here, as the apples become dormant, they will retain their brilliant coloring and choice flavoring that will keep them perfect.

We invite you to come and enjoy the beauty of the scenic location on Apple Blossom Drive, and learn what is involved in bringing a fresh apple to your table. Remember to check the weather & dress appropriately.

Dinner and socializing will follow at Edwardo's Pizza Wagon, 1930 Rose Street, La Crosse, WI. 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**<sup>™</sup>  
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>

## Letter from the Chair

As I begin my term as chair, it is a great pleasure to greet our members in this newsletter and to provide you with update you on what's been happening in our local section.

We kicked off our 2011-2012 year with a board meeting held on August 16th. We had excellent attendance at this meeting and I want to thank all the board members who attended. The board is critical to keeping our section alive and well within the larger ASQ organization and I would encourage all members to consider holding a position sometime in the future.

The 2010-2011 closing financial audit was completed and accepted by headquarters in August. This year the section's ending fund balance was down by \$467.59 from the 2009-2010 fiscal year. The fund balance consists of the section's checking account (\$1367.99), petty cash (\$50.00) and money market fund (\$10,258.51). These monies are used to support activities offered by the section such as dinner meetings and the spring conference, and are the result of income received from meetings, the conference, section membership dues, and certification fees. If we spend more on section activities than we take in we see a decrease in the fund balance as we did this past operating year. Since we are a not-for-profit, and the monies collected are collected for the purpose of providing opportunities for our members to grow their knowledge and connect with other quality professionals, a decrease in the fund balance should not be viewed negatively.

We have settled on a tour of Southwinds Apple Orchard in Dakota, MN as our first dinner meeting event of the year. I look forward to seeing and talking with those of you that are able to attend. If you have any suggestions for future events, speakers, or tours, please send those suggestions to Lynn Loynes (lloynes@watlow.com), our Programs Chair. The input you provide the section board is very important, and helps ensure that we are able to continue providing value to our members.

Lastly I want to say "Thank You" to all members for your continued support and involvement in ASQ Section 1216. Without you, we would not exist. Please take the opportunity to network and learn by attending a dinner meeting this year, provide some feedback to your board members, and don't forget to check the Section 1216 website out ([www.asq1216.homestead.com](http://www.asq1216.homestead.com)) for the latest information on what's happening in the Section.

Sincerely,  
*Denise Wermager*  
ASQ-Section 1216 Chair

## You Deserve a Break Today: Overworked Americans Nearing Burnout?

By Brian Lassiter

Last weekend, I read that President Obama "enjoyed" his vacation at Martha's Vineyard with daily briefings from his economic and counterterrorism advisors. The newspaper showed Obama with a golf club in one hand and a cell phone in the other, and commented that Obama had taken only 61 days of vacation in this first 30 months of his Presidency, compared to 180 days of vacation at the same point in President Bush's tenure. Sure, the current President is managing some pretty major issues, but it got me thinking: are US workers overworked? So during these waning days of summer, I did a little research. The data will frighten you. And an overworked, overstressed workforce is no doubt impacting American productivity, morale, and health. Wait until you see these numbers...

First, here are the facts.

American workers do not get nearly the vacation time that the rest of the world does. According to the World Tourism Organization, Italian workers average 42 paid days off a year, followed by France with 37, Germany with 35, Brazil with 34, the UK with 28, Canada with 26, and South Korea and Japan both with 25. The US was nearly dead last, with an average worker only receiving 13 days off a year.

Interestingly, the US is only one of a handful of nations (along with Nepal, Suriname, and Guyana) whose workers are not legally guaranteed a minimum number of days off.

But the US vacation deficit is largely self-inflicted. Expedia estimates that only 38% of American workers take the time off to which they are entitled, leaving an average of three days on the table every year. So most American workers only "take" about 10 days of vacation a year. Hardly enough to recharge the batteries.

*continued...*



But it gets worse. While AT work, American workers may work too hard! According to the International Labor Organization, Americans work 137 more hours per year than Japanese workers, 260 more than British workers, and 499 more hours than French workers. Furthermore, even when we do take days off, we sneak a peak at our smart phones, we lug along our laptops, and we check with the office once, twice, sometimes three times a day. Admittedly, I do it. Because I just can't fathom the thought of coming back to 600-800 emails after a week off. So I try to "clean them out" nearly every day and keep somewhat connected so my "re-entry" isn't quite as painful. Consequently, I never truly "shut down."

However, according to writer Eric Weiner in the LA Times: "In the Digital Age, we need more, not less, vacation time, if for no other reason than to overcome what one Dutch researcher calls 'leisure sickness,' [which is] the inability to relax during the first few days of vacation." Boy, that sounds familiar.

There are a few theories as to why Americans are taking less time off. For one, you could argue that we have a different work ethic than in other parts of the world - possibly because of religious beliefs (that Protestant work ethic) or possibly because of how the country was founded in the first place - our perpetual drive to innovate, compete, succeed, and create wealth. Possibly it's technology driven. Possibly it's just the hassle of taking vacations - gas prices are high, air travel is a pain, traffic has increased in many parts of the country. Or possibly it's just plain fear: in a down economy, no one wants to look like they are slacking and everyone is watching how they spend their discretionary money. Eric Weiner's position on this: "Companies don't need to tighten vacation policies to save a few bucks. Workers are doing that for them." Regardless of why this is happening, the impact on American workers and American organizations is concerning. Vacations are important - they help us recharge our batteries, they connect us to family and/or friends, they have a positive impact on health, and they contribute to higher morale, productivity, and creativity. Consider this:

A Blue Cross study estimates that more than 2.8 million work hours are lost per year in the US because of stress and health problems. A Council for Disability Awareness study puts the odds that a new worker will experience long-term disability before retirement at 33%. People who take regular vacations are less likely to die of heart disease, according to the Framington Heart Study.

In short, more time spent at work (and commuting, by the way) allows for less time available for activities that researchers consistently find make us happier: communing with family and friends, exercising, enjoying a good meal, sightseeing, listening to music, sleeping, reading. As Weiner says, "A nose permanently yoked to the grindstone is a nose that is unable to smell the flowers or anything else."

British Research shows that we NEED a vacation biologically about once every 62 days (source: Metro UK). Yes, that's a vacation every two months. That's about the time where humans need a mental and physical break from the routine of their work. Going beyond 62 days begins to impact productivity, error rates, stress levels, effectiveness, and morale. According to the study, workers who wait longer in between vacations, go from being "fresh and focused [to being] anxious, aggressive, and ill."

Eric Weiner suggests that - if companies are really serious about keeping their employees fresh, engaged, satisfied, and effective on the job - they should require their workers to use their allotted vacation time or face some sort of financial penalty. According to Weiner, this isn't all that absurd: organizations already require employees to show up at certain times, meet productivity and other goals, so why not require that they recharge their batteries? "That would not be an act of charity," says Weiner, "but a smart business move. A rested worker is a more productive worker."

I personally don't know if I support a financial penalty for not using vacation days, but I do fully support the notion of organizations and individual managers requiring (or at least strongly encouraging) their employees to take time off. How employees spend that, of course, is up to them. But they are not allowed to call in, check voicemails, or check emails (ok, I probably will personally fail on that last one). It's a forced mental separation from work - to do the things you like to do with whom you like doing them.

So as we approach the end of summer, I encourage you to take some time off. Hit the golf course; go for a swim with the kids; pack a picnic or hit the campground; go for walks or bike rides around the lake; go to the movies; read books; go to the Fair. Do whatever recharges your batteries. You'd better clear it with your boss first, but after sharing the data above, he/she should wholeheartedly support your need for some time off. You - and your organization - will be better for it.

## FREE - ASQ Member Gift for September

This month's gift is a sampling of a new benefit from ASQ's Quality Press. We are now working with our authors to provide webcast introductions to books and topics of expertise. Enjoy this bundle of some of our newest and most popular author presentations, including:

- Lean Acres
- The Customer Advocate
- Making Government Great Again
- Business Process Outsourcing

You have access to this bundle through September 30, 2011. Visit <http://asq.org/member-gift/> to access this member benefit.

## Minnesota Council for Quality to Host Robin Lawton Workshops



Oct 25: Achieving 8 Dimensions of Excellence: Aligning Strategy and Measures with Customer Priorities

Oct 26: Mind & Voice of the Customer: Uncover, Translate, Measure & Deliver What Customers Want

Both are full-day workshops. Both are presented by Robin Lawton, President, International Management Technologies, Inc. ([www.imtC3.com](http://www.imtC3.com)), and both are hosted in the Twin Cities (location TBD). Both have sold out in the past, with attendee satisfaction approaching 100%. Don't miss these extremely valuable, highly engaging workshops!!

For more information on these workshops, visit <http://www.councilforquality.com/specialevent7.cfm>.

To register, visit <http://www.imtc3.com/events/eventDetails.cfm?datID=219>.

## JOB OPENING: Quality Manager

- 1) Design, implement and maintain a quality management system utilizing as much of the existing company structure as possible to become ISO 9000 certified.
- 2) Manage, improve and standardize the preventative and corrective action processes. Work with plant manager to insure operators perform work and setups according to process control sheets.
- 3) Establish and maintain key performance indicators (ie - SPC data, scrap, returns, PPM rejects, rework) and systems for tracking, reporting and improving performance.
- 4) Assist production staff with foundry engineering of pattern gating/risering to ensure quality of the products consistent with established standards.
- 5) Investigate and evaluate customer quality issues with the responsibility to formulate and implement corrective action and initiate the returns/credit process.
- 6) Perform critical analysis of defective castings and reduce imperfections and causes by implementing corrective measures for green sand and nobake molds.
- 7) Communicate ideas and motivate team efforts to resolve quality issues, receive and give feedback for continuous improvement through employee involvement.

### Required:

Bachelor degree in Materials engineering w/metals emphasis or Metallurgical Engineering

5 yrs of ferrous foundry experience

Working knowledge of ISO 9000

Supervisory experience

Statistical Analysis Software experience

Excellent communication

### Preferred:

Six Sigma certification

ASQ certification

Solidification modeling

Microsoft Office Products

Spectrometer experience

*continued...*

Experience: 48 Months

Education: Degree Required, Bachelors

Skills: Computer Literate, Windows, Employee Supervision, Training, Quality Control

Shift: Day

Availability: Full Time

Days Off: Sat, Sun

Openings: 1

Work Schedule: 8:00am-5:00pm, M-F

Contact: Kathy Rollinger  
United Machine & Foundry

1200 West 3rd Street

Winona, MN 55987

(507) 452-2932 ext 101

(507) 452-3956 fax

krollinger@umfcorp.com

**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 2011-2012 Section Board

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

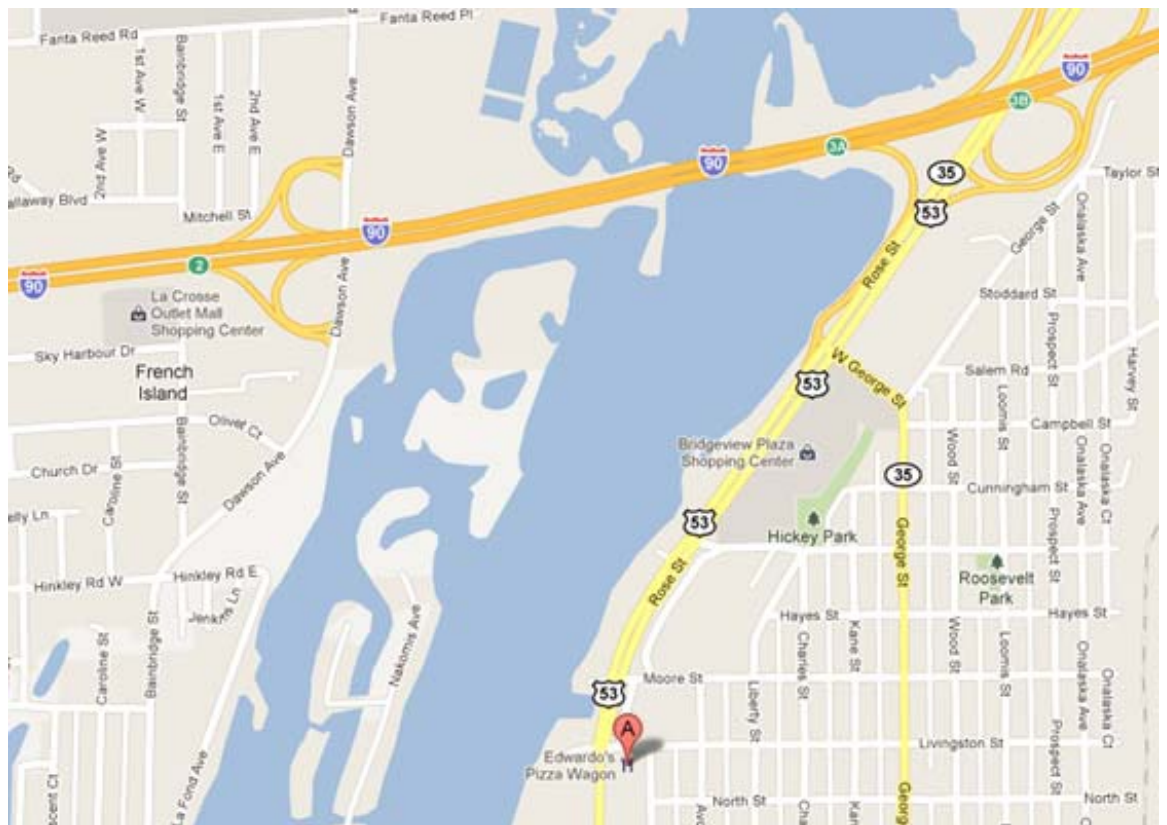


## September Meeting Maps

Southwind Orchards  
45440 County Rd. 12  
Dakota, MN 55925



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





# Hiawatha Section 1214

*Serving Southern Minnesota and Northern Iowa*



**Fall 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
Understanding & Implementing ISO 9001	Sept 27	T	8a-4:30p	8	\$235
Internal Auditor Skills	Sept 28	W	8a-4:30p	8	\$235
Statistical Process Control (SPC)	Oct 6	H	8a-4:30p	8	\$235
Workplace Lean PILLARS (Introduction to Office Lean)	Oct 11	T	8a-4:30p	8	\$129*
Supplier Quality Management & Improvement	Oct 19	W	8a-4:30p	8	\$235
Project Management	Oct 25	T	8a-4:30p	8	\$235
Measurement Systems Analysis (MSA)	Nov 2	W	8a-12n	4	\$125
Lean 101: Principles of Lean Manufacturing	Nov 8	T	8a-4:30p	8	\$249
Introduction to Quality	Nov 15 & 16	TW	8a-4:30p	16	\$445
Problem Solving Tools & Methods	Dec 1	H	8a-4:30p	8	\$235
Failure Mode & Effects Analysis (FMEA)	Dec 8	H	8a-4:30p	8	\$235

\* *Special Introductory Rate*

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**  
**tom.kammer@southcentral.edu**

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



Go to **[cbi.southcentral.edu/enroll](http://cbi.southcentral.edu/enroll)**  
for complete course information  
and online registration.

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.