

Join the ASQ
Section 1216
Group on
LinkedIn

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

Quotes:

The single biggest problem in communication is the illusion that it has taken place.
-- George Bernard Shaw

I am definitely going to take a course on time management... just as soon as I can work it into my schedule.
-- Louis E. Boone

Risk comes from not knowing what you're doing.
-- Warren Buffet

Smooth seas do not make skillful sailors.
-- Unknown

Quality Link of the Month:

<http://www.nsba.org/sbot/toolbar/kit/spt.html>



April Meeting: 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 University, Winona, MN

Featuring...

2:30 pm - Achieving Strategic Alignment 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.

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

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

PLUS a HALF-DAY Workshop 10am - 2:15pm

Strategic Planning and Execution Using Lean Tools - Presented by Jd Marhevko

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.

See the attached conference flier for details!

NOTE: CAMPUS PARKING PERMITS ARE REQUIRED TO BE DISPLAYED ON VEHICLES.
Printable permits are available on the section website.

Pay for the Conference and other events with **PayPal**[™]
on the section website: <http://asq1216.homestead.com/>

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. 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 - Nominating Chair (bcollins@viracon.com). Currently, the Secretary 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>

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.

Hard-copy materials should be sent to:

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

Advice on Studying for ASQ Certification Exams

From your La Crosse - Winona ASQ Section Leaders

I took the CQE exam back in 1991 (it was a 6 hour, 180 question exam back then). Dr. Chuck Carlson from Stout taught a 2 day CQE review class that focused on taking an actual exam. We went through question by question, working out the solution and then he would explain how the solution was reached if you didn't know. He also helped us build a reference library using post-it notes. My Juran Quality Control Handbook still has the "dog eared" notes in it almost 20 years later. I found this extremely helpful. -- Jack Gerson

When I was preparing for the CQE I actually took a course that was offered by Ridgewater community College that was done on site at Parker Hannifin in New Ulm. The instructor worked at Hutchinson Technology and was very fluent in the Stat's stuff. I had tried studying on my own and in focus groups and found that to be the least helpful. Since I had to retake the exam I found that the most helpful. My point is I think it has to have some structure or you will not keep the audience. -- Byron Collins

When I prepared for the CQE, what was most helpful was a session I went to that mimicked the exam itself. An abbreviated exam that included similar material but was intended to last only two hours. Afterward, we all "worked together" on the questions we found difficult or confusing. We did this three times. This helped us anticipate the time aspect as well as follow through some of the logic hidden within questions as a group. I passed on my first attempt and believe this kind of preparation contributed. -- Chris Parker

I am a self-study person and did not take any courses before taking and passing my CQE exam. I have always preferred going through material on my own and doing practice questions until I figure them out. I did do the sample test that is on the ASQ site which did not seem to correlate well to what was on the actual test. -- Denise Wermager

News from ASQ Headquarters - ASQ Now Offers Lean Certification

Society Joins SME/AME/Shingo Prize in Lean Certification Alliance

Milwaukee, Wis., March 29, 2010 — ASQ (American Society for Quality) is now offering quality professionals Lean Certification, as part of the Society's 17 certification programs. ASQ is the newest sponsor of the Lean Certification program along with the Society of Manufacturing Engineers (SME), the Association for Manufacturing Excellence (AME) and The Shingo Prize for Operational Excellence. The SME-AME-The Shingo Prize-ASQ Lean Certification is the only true lean certification available.

The first administration of the Lean Certification exam for ASQ is scheduled at the World Conference on Quality and Improvement, <http://wcqi.asq.org/>, Sunday, May 23, 2010. To learn about Lean Certification as well as ASQ's other certifications, visit <http://www.asq.org/certification/index.html>.

Launched in 2006, the Lean Certification program has three levels: Bronze certification emphasizes the tactical aspects of lean; Silver is based on integration of lean; and the Gold focuses on lean's strategic facets.

continued...

"Our members encouraged us to support the Lean Certification Alliance," said Paul Borawski, ASQ executive director and chief strategic officer. "They wanted a common certification standard that was aligned to industry and had already gained acceptance within the manufacturing community. Additionally, the Lean Certification was developed to be portable between industries, and with ASQ's growing interests in healthcare, service and other sectors, a portable credential met member needs."

ASQ members will receive the member discount rate for the Lean Certification program. ASQ will also have member representatives on the Oversight Body for the certification program who will equally contribute to ensuring the overall integrity of the certification process.

"ASQ joining this collaborate effort truly aligns leading organizations to a single standard for lean certification, providing manufacturers, their supply chains and employees with a road map for work force development," said Mark C. Tomlinson, SME's executive director and general manager.

The Society of Manufacturing Engineers is the managing partner of this alliance, and will handle the administrative aspects of the program.

About SME

Founded in 1932, the Society of Manufacturing Engineers is the premier source for manufacturing knowledge, education and networking. Through its many programs, events and activities, SME connects manufacturing practitioners to each other, to the latest technology and the most up-to-date processes spanning all manufacturing industries and disciplines.

About AME

The Association for Manufacturing Excellence (AME) is the premier nonprofit organization dedicated to the journey of continuous improvement and enterprise excellence. AME's membership is composed of a trusted network of individuals who are committed to leveraging the practitioner-to-practitioner and company-to-company shared-learning experience. AME offers its members a multitude of valuable resources to help them stay abreast of current industry developments, and improve the skills, competitiveness, and overall success of their organizations. For more information, visit www.ame.org or e-mail info@ame.org.

About The Shingo Prize

The Shingo Prize was established in 1988 to educate, assess and recognize world-class organizations for creating a culture of continuous improvement through employee-empowerment and effective leadership. The philosophy of The Shingo Prize is that a culture of continuous improvement is achieved by focusing on principles of operational excellence. More information may be found at www.shingoprize.org and www.huntsman.usu.edu.

About ASQ

ASQ (American Society for Quality), www.asq.org, has been the world's leading authority on quality for more than 60 years. With more than 85,000 individual and organizational members, the professional association advances learning, quality improvement and knowledge exchange to improve business results and to create better workplaces and communities worldwide.

Free ASQ Member Gift! Webinars and Root Cause Analysis Bundle

Root Cause for Analysis for Beginners - Parts 1 and 2

Exclusive two-part webinar series by incoming ASQ president-elect Jim Rooney answering questions such as what factors shape human performance and how can you control them, as well as how to develop and deliver recommendations to management. Also get additional downloadable root cause analysis tools, articles, and resources. To download the webinar and materials, visit <http://www.asq.org/member-gift/>.

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

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

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.



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>.

Attention Member Leaders - Change to the ASQ Fiscal Calendar

Begins July 1, 2011

The ASQ Board of Directors approved a change to the Society's fiscal year-end - from June 30 to December 31. This change will begin July 1, 2011, with a six-month fiscal year end report due December 31, 2011. The first 12-month fiscal year will then begin January 1, 2012. There are benefits associated with switching to a calendar year, which are explained in this [talking points document](#). If you have any questions or concerns regarding this change, please post it on the [Member Leader Discussion Board](#). We will use the feedback provided to develop communications to help you through this transition.

Driving Excellence, Sustaining the Journey

19th Annual 2009 Minnesota Quality Award Event

Tuesday, May 18, 2010

<http://www.councilforquality.org/specialevent.cfm>

Locations:

Lunch: The St. Paul Hotel, 350 Market Street, St. Paul MN 55102 (map/web)

Workshops, Reception, Celebration: Landmark Center, 75 5th Street W, St. Paul MN 55102 (map/web)



continued...

You are cordially invited to the 19th Annual Minnesota Quality Award recognition, celebration, and learning event Tuesday, May 18. Come learn and network with organizations on their journey to excellence -- organizations from all sectors (manufacturing, service, healthcare, education, government, and small business). Hear from 13 organizations how they use Baldrige, Six Sigma, Lean, Scorecard, ISO, and other techniques to improve their outcomes and results during these challenging times.

The day is divided into two parts: an afternoon of learning workshops and an early evening of celebration and networking. The afternoon features a keynote address (by Larry Potterfield, founder and CEO of MidwayUSA, a small manufacturer from Missouri and recipient of the 2009 Malcolm Baldrige National Quality Award). Governor Pawlenty is also invited to deliver remarks. After lunch, four tracks of breakout sessions feature 12 organizations focusing on some aspect how they are improving their outcomes and processes. A detailed agenda is below.

The evening celebration will recognize the Minnesota Quality Award recipient organizations, thank our volunteers, and facilitate networking with leaders interested in continuous improvement, sustainability, and performance excellence. The program will also feature Craig Luzinski, Chief Nursing Officer at Poudre Valley Health System (Colorado) and Brenda Clark, Associate Superintendent of Learning at Iredell Statesville Schools (N Carolina), both 2008 recipients of the Baldrige Award.

New Job Posting on the Section Website

Quality Engineer - Cray, Inc.: <http://asq1216.homestead.com/JobGuide.html>

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/>

THE ECONOMICS OF QUALITY

Two presentations – one half day each in a one-day seminar – Take one or both:

- “The ‘Big Bosses’ Expect Change Programs to Produce Results: ‘Show me the Money!’” by Gary Floss
And/or
- “The Economics of Quality: A Case for Action for Improving our Organizations, Our Communities, Our Nations” by Brian Lassiter



ASQ Hiawatha Section 1214 and South Central College have collaborated for many years to bring technical and professional training and seminars to our area. We are pleased to continue this strong joint effort by sponsoring “Economics of Quality,” presented by Gary Floss and Brian Lassiter. This seminar has value for a wide range of professionals.



IMPROVING YOUR ORGANIZATION

April 14, 2010; 8:00 am-4:00 pm
Cabela's
Owatonna, MN

Schedule:

8:00 am: Registration
8:30 am: Gary Floss – “The ‘Big Bosses’ Expect Change Programs to Produce Results: ‘Show me the Money!’” -- Session #1
12:00 pm: Lunch
12:30 pm: Brian Lassiter – “The Economics of Quality: a Case for Action for Improving our Organizations, Our Communities, Our Nation” – Session #2

ASQ Hiawatha Section 1214 & South Central College bring you The Economics of Quality – two – one half day seminars in a one-day seminar!

This presentation will address ideas for bridging the “gap” between a focus on process or process improvement and the ultimate expectation of management; i.e., improved results, particularly financial results.

Check out these websites before the seminar:

ASQ Hiawatha Section 1214 website:
www.asq1214.org

South Central College
www.southcentral.edu

Cabela's Store
www.cabelas.com

Minnesota Council for Quality
www.councilforquality.org

✂ Registration Form

Name: _____

SSN OR Date of Birth: _____

Street Address: _____

City/State/Zip: _____

Employer: _____

Phone: _____

Email Address: _____

Sessions & Fees:

- Both Sessions: \$245 – Course ID# 001576
 Only AM Session #1: \$130 – Course ID# 001574
 Only PM Session #2: \$130 – Course ID# 001575
 (Note: All fees include lunch @ 12:00-12:30)

10% Discount: Members of ASQ Sections 1203, 1214, 1216, 1303, & 1308; APICS SOMN Chapter; Mankato Area Council for Quality; Minnesota Council for Quality; & SME Southern MN Chapter receive a 10% discount.

Early Bird Registration: Register by April 1st and you could win a \$50 Cabela's gift certificate.

Method of Payment:

- I qualify for the 10% partner discount:
 Membership Organization _____
 Membership # _____
- Check Enclosed – Payable to South Central College
- Bill My Employer – Purchase Order # _____
 Billing Address _____

- Credit Card (Company Personal)
 VISA MasterCard
 Discover Expiration Date _____

Signature _____

Complete this form and mail with payment to:

South Central College
 Bookstore
 PO Box 1920
 North Mankato, MN 56002-1920

Registrations may be faxed (507/625-4868) using the credit card or employer billing options only.

Questions? Contact Jennifer at 507/389-7203 or
jennifer.swanson@southcentral.edu

No refunds after April 9, 2010

For Cancellation/Refund Policy, please visit the SCC website at
<http://cbi.southcentral.edu/index.php/thecenter/infoandpolicies.html>

PRESENTER ONE
“The ‘Big Bosses’ Expect Change Programs to Produce Results: ‘Show me the Money’!”



GARY D. FLOSS

Gary Floss currently serves as the Director of Quality Assurance and Continual Improvement for Marvin Windows and Doors. In this role, Gary is responsible for leading the quality and process improvement initiatives for this 5000 employee window and door industry business anchored in Minnesota. Gary partners with the Marvin site managers for Quality Assurance and Continuous Improvement in integrating and standardizing best practices in the Marvin operations.

In past positions, Gary has served as the Managing Director of BlueFire Partners, a consulting firm and as Vice-President, Quality for two Fortune 500 companies - - Medtronic, Inc. and Ceridian, Inc. (formerly Control Data Corporation).

Gary is a member of the adjunct faculty for the University of St. Thomas (St. Paul, MN) where he teaches Strategic Quality Management at the graduate school level. Gary is on the Board of Directors for GOAL/QPC, a quality training and consulting organization based in Salem, NH. Gary has also served on the Baldrige Board of Examiners for 19 years in roles of senior examiner, Chair of the Judges Panel, and alumni examiner. Gary has also previously served on the Minnesota Council for Quality Board and is serving a 3rd term as a judge in the Minnesota State Quality Award process.

Gary holds a Bachelor of Science in Electrical Engineering from the University of Kansas.

“The ‘Big Bosses’ Expect Change Programs to Produce Results: ‘Show me the Money’!”

The concept of Return on Investment (ROI) has been around for a long time; yet we often struggle with how to present convincing arguments to show that our efforts to improve Quality provide adequate ROI. This presentation will address ideas for bridging the “gap” between a focus on process or process improvement and the ultimate expectation of management; i.e., improved results, particularly financial results. The content and ideas will link to and expand upon some key concepts that Dr. John Fechter presented in his talk to the ASQ Section 1214 in October 2009.

Ideas presented or reinforced include:

- The concept of “the Language of Things & the Language of Money”
- What is management’s role in asking “the Right Questions”
- The elements of Cost of Poor Quality relative to ROI
- Challenges of “maintaining the gain”
- Should we consider the “benefit of the doubt?”



Get in on the Early Bird Registration Prize!

Registrations postmarked by April 1, 2010, will be entered into a drawing for a \$50 Cabela’s Gift Certificate!

PRESENTER TWO
“The Economics Of Quality: A Case for Action for Improving our Organizations, our Communities, Our Nation”



BRIAN LASSITER

Brian Lassiter was elected president of the Minnesota Council for Quality in the summer of 2001. Before his election, Brian held positions with the following organizations: Ian Allott Consulting (Managing Director), Norstan Consulting (Principal Consultant), The St. Paul Companies (Corporate Quality Consultant), Price Waterhouse (Consultant), and Boatmen’s National Bank (Quality Manager). In these roles, Brian has worked with dozens of organizations in a variety of industries to help them improve their performance and competitiveness. Brian has served 12 years on the Board of Examiners for the Malcolm Baldrige National Quality Award (1998-2009), three as a Senior Examiner and the last six as an Alumni Examiner. He also served in the mid-90s as a Senior Evaluator for the Minnesota Quality Award (1996-97), served as a Judge for the Veteran’s Administration Baldrige-based Carey Award (2004-06), and has served from 1995-2003 and 2004- on the Board of Directors for Goodwill/Easter Seals of Minnesota. He is Vice Chair of the Board of Directors of the Alliance for Performance Excellence, the national consortium of all state/local quality awards.

Brian will provide data that should emphasize the importance of all of our work as quality professionals, but will also provide tools and methods that should help us be more effective in our work

Get Your CEUs Here!

Complete the seminar and get a certificate for a 1.0 CEU!

“The Economics Of Quality: A Case for Action for Improving our Organizations, our Communities, Our Nation

The need to improve the performance of our organizations and our communities has perhaps never been greater. The difficult economy over the last few years has created a renewed need for improvement and systemic change within all organizations: customers expect more, competent workers are growing scarce, and competition is intensifying. The need for improvement and change can also be seen in our communities, as tension exponentially increases between budgets and demand for services increases. But – with the complexity of organizations and communities – where does one start? How do you know on which processes to focus? And how to do you sustain the improvement over time?

Brian Lassiter, president of the Minnesota Council for Quality, will present “The Economics of Quality: A Case for Action for Improving our Organizations, Our Communities, Our Nation” as the second of two workshops on April 14. His talk will focus on the importance of systematic improvement at both the organizational and community level, providing historical and current evidence of how quality initiatives have impacted our economy and our quality of life over several decades. He’ll talk about the importance of finding the right improvement opportunities, of focusing resources on the highest priority issues, and of sustaining initiatives long enough to show impact.

Specifically, we will explore:

- How organizations and communities can systematically identify and prioritize improvement opportunities, so that they focus on the “right things.”
- How organizations and communities can measure impact – both at the outcome level and with leading indicators.
- How organizations and communities can align their improvement activities to minimize resources, maximize impact, and sustain performance over time.
- How traditional quality frameworks and tools – such as the Baldrige framework, Lean and Six Sigma, and Balanced Scorecard – can be integrated to provide economic impact within organizations and across organizations in a community.