

Join the ASQ  
Section 1216  
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**LinkedIn**

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

### Quotes:

Profit in business comes from repeat customers, customers that boast about your project or service, and that bring friends with them.

— W. Edwards Deming

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

Happiness does not come from doing easy work but from the afterglow of satisfaction that comes after the achievement of a difficult task that demanded our best.

— Theodore Isaac Rubin

**Quality Link of the Month:**

<http://thesro.org/>

## October Meeting: Tour Cytec Engineered Materials

When: Tuesday, October 19, 2010, 5:30 pm

Where: Cytec Engineered Materials

501 West 3rd St.

Winona, MN 55987

Host: Steve Gibson, Engineering & Quality Manager

Please join us October 19th at 5:30PM for a tour of Cytec Engineered Materials in Winona. The tour will cover composite manufacturing and test facilities, and a Overview of Winona's journey to become NADCAP certified for nonmetallic testing in 2010.

CEM Winona, formerly known as Fiberite, was founded in 1948 by Ben and Rudy Miller in Winona, Minnesota. Tankers of resin and box cars of rags were purchased and were the main raw materials used to produce their original product; wheel packing material for railroad cars. Over the next decade, the brothers expanded the product portfolio to include melamine, structoform and ablative materials. The ablative materials were developed at the request of the U.S. government to support missile defense and space rocket propulsion programs. The 1960s - 1970s brought more opportunities for expansion as a new space vehicle that could carry much larger payloads was developed and the next generation of military and commercial airplanes demanded materials that were lighter in weight and stronger than metal.

In mid - 1997, Fiberite was sold to Cytec Industries, and Cytec - Fiberite was born. Cytec Industries Inc. is a global specialty chemicals and materials company focused on developing, manufacturing and selling value-added products. Our products serve a diverse range of end markets including aerospace, adhesive, automotive and industrial coatings, chemical intermediates, inks, mining and plastics. We use our technology and application development expertise to create chemical and material solutions that are formulated to perform specific and important functions for our customers.

**Visitors must be a US citizen to partake in the tour. You will need to provide two forms of ID, including one photo ID, to enter Cytec. To facilitate the sign-in process, please complete the attached CYTEC ENGINEERED MATERIALS VISITOR SAFETY RULES and REGULATIONS form before the tour.**

Dinner will follow at Ground Round, 405 US Hwy 14, Winona, MN. 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>

Upcoming December 4th exams: Calibration Technician, Pharmaceutical GMP Professional, Quality Auditor, Quality Engineer, Quality Improvement Associate, Quality Process Analyst, Six Sigma Green Belt, Software Quality Engineer. **Deadline to apply: October 15.**



## Free Member Gift! Lean Six Sigma Tools Bundle

Your exclusive member gift for October is a collection of Lean Six Sigma tools. This Bundle includes a webinar series of the most common LSS tools, which are used to collect, analyze, and interpret both quantitative and qualitative data so as to better understand the status of a broad range of processes. You will also find additional Lean Six Sigma resources from Quality Progress and the ASQ Knowledge Center.

You have access to this bundle through October 31, 2010 at <http://asq.org/member-gift/>.

## Notice Regarding Changes to ASQ Membership Types

On July 21, 2010, the ASQ Board of Directors met and approved the following changes to ASQ membership types and benefits:

### 1. Dissolve Forum-only and Division-only Membership types.

This membership was created in FY2004-05 with the launch of the new Living Community Model of membership. It was designed to have a low price point and be an entry to the Society, expecting that those members would seek more value and move to more involved membership types. Currently, there are approximately 820 members and over the lifetime of the product, retention rate has been less than 48% and transfers have been less than 8%. Margin for this membership is less than 1%. The new Association Management System software will provide ASQ with greater opportunities for membership packaging, e-communications, and automation of payment.

Over the course of the next few months, ASQ will take steps to transition these members into an Associate membership with appropriate add-on benefits for one full year. By November 1, 2010, ASQ will no longer have Forum-only or Division-only memberships. Active and renewing members who currently have this membership type are being contacted individually.

### 2. Remove e-section as a benefit.

Also, designed and implemented as part of the Living Community Model of membership in 2004-05, the e-section was designed to be an electronic-only community to offer members a place to learn and connect in a virtual environment. Since its development, ASQ has implemented new tools that meet these needs including ASQ Communities, the ASQ Knowledge Center, and the ASQ Learning Institute™ with webinars and e-learning. Visits are very low with high exit rates from the e-section home page.

Beginning immediately, the e-section will no longer be promoted as a benefit of the Associate membership or as an add-on benefit to other membership types. The new offerings will be promoted in its place.

For more information, please contact ASQ Membership at [mgdteam@asq.org](mailto:mgdteam@asq.org).

## December Certification Exam Deadline Approaching

October 15 is the deadline for the December CQE, CQA, CQIA, CPGP, CQPA, SSGB, CCT, and CSQE exams. Sign up soon, since applications received October 15-20 will be charged an additional \$50 late fee.

Visit the ASQ Certification Exam Dates page for more information: <http://asq.org/certification/dates.html>

## Nominate Someone for the Hutchens Medal

Do you know someone who demonstrates outstanding leadership as an individual, business leader, and cause advocate for social responsibility, primarily focusing on the marketplace, environment, workplace and community? If so, you can nominate this person for the Spencer Hutchens, Jr. Medal. Nominations must be received by November 1.

For more information or to nominate someone visit <http://asq.org/about-asq/awards/hutchens.html>.

## The QC Group - Course Offerings

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

## Certified Quality Auditor Refresher Course in a Live Webinar Format

The **Certified Quality Auditor (CQA)** is a professional who understands the standards and principles of auditing and the auditing techniques of examining, questioning, evaluating, and reporting to determine a quality system's adequacy and deficiencies.

The CQA analyzes all elements of a quality system and judges its degree of adherence to the criteria of industrial management and quality evaluation and control systems.

If you are interested in becoming a Certified Quality Auditor, the next exam date is **Saturday December 4, 2010**. To help you pass the exam on the first try, ASQ Olde Colony Section 0111 ( <http://www.asqoldecolony.org/> ) is offering a virtual **Certified Quality Auditor Course**.

This course is presented in a way that reinforces current knowledge, re-introduces applications that may not be used every day, explains the rationale for use and highlights sample questions, both multiple-choice and constructed responses. This course will be presented by an experienced live instructor, on-line, via the internet.

Being an on-line (or virtual) course, you can conveniently participate and interact in the training from any location in the world that has broadband internet access. No driving is necessary.

Course Summary:

- 1) Instructor Lead
- 2) Online (virtual) Course, thus instructor and students can be anywhere, as long as they have a computer with broadband access.
- 3) Begins **Tuesday, September 21, 2010**, and conducted for ten, 1.5 hour sessions. Thus this course will end before the **Saturday, December 4, 2010 Exam Date**.
- 4) The course will be held Tuesday evenings, from 5:00 p.m. to 6:30 p.m. E.T. The time permits one to start the training session right at the end of the work day from their desk, and the one and a half hour duration allows the student to absorb the material without being overwhelmed, and get home at a reasonable time.
- 5) The **CQA Primer** will be the primary text for the course. Please order it directly from them <http://www.qualitycouncil.com/> and they will ship it directly to you, because this complete course is virtual and there will not be a central physical location to hand out hard training materials. The price of the course takes into consideration that the student is responsible for the purchase of the Primer.
- 6) Throughout the course, the instructor will send out handouts in the form of Adobe PDF files. Please note: There is homework, and completing it as scheduled increases the success rate of passing the exam.
- 7) ASQ Olde Colony discounted member price is \$300 and can be paid via a major credit card via PayPal. ASQ members outside of the Olde Colony Section 0111 are also invited to take advantage of this discount.

### Instructor Bio: Anthony DeMarinis

Tony holds BS degrees in Biology and Microbiology from Penn State University and a MS degree in Total Quality from The National Graduate School. Tony is currently employed as Quality Manager for Alga Plastics, a manufacturer of custom thermoformed packaging. Previously he was Quality Systems Manager and Division Microbiologist for Davol, Inc a medical device manufacturer. He is a Certified Manager of Quality/Organizational Excellence, Certified Quality Auditor-Biomedical. Tony has over 20 years experience using various Quality Management tools and techniques, including direct involvement with FDA and ISO compliance audits and value added auditing for improved performance.

For registration or more information, please contact Rochelle Jones, Education Chair, at [rjones@eiclabs.com](mailto:rjones@eiclabs.com) or Demetrios Venetis, Chair Elect, at (978) 821-9734, [Demetrios\\_Venetis@Entegris.com](mailto:Demetrios_Venetis@Entegris.com)

## A Guide to ASQ Certification

Are you interested in obtaining an ASQ certification or perhaps know a member who is? There is an online certification handbook available that can answer all of the initial questions you have on obtaining an ASQ certification.

View the certification handbook here:

[http://asq.org/pdf/certification/certification-handbook.pdf?WT.dcsvid=MTQ3NDAzMjU4S0&WT.mc\\_id=5619M](http://asq.org/pdf/certification/certification-handbook.pdf?WT.dcsvid=MTQ3NDAzMjU4S0&WT.mc_id=5619M)

## Call for Presentations - Pathways to Social Responsibility Conference

### Submission Deadline: November 1, 2010

We will notify you in early December if we select your presentation. Share your best practices, successes, and case studies at ASQ's first social responsibility conference. Your presentations should integrate with the conference theme and one or more of the focus areas below.

#### Theme: Pathways to Social Responsibility: Creating the Framework for a Better Tomorrow

- Social responsibility is the ideology.
- ISO 26000 provides the framework to guide action.
- Quality provides the methodology to take actions.

**Social Responsibility Definition:** The definition and description of social responsibility (SR) has evolved much over the years. Efforts at improving various SR elements resulted in a multitude of projects, initiatives, and standards that are too often considered and addressed separate from one another. As a result, there is a widespread lack of clarity about what "socially responsible" means and how to accomplish it.

The development of an international standard for social responsibility (ISO 26000) addresses this challenge. The standard provides a framework to guide the pursuit and promotion of SR. It gives aid to the pursuit of addressing all SR elements collectively. In addition, it also allows for the integration of existing and related criteria, programs, and standards.

#### Focus Areas:

**I. Social Responsibility (An Overview):** Sessions in this focus area will provide background and context through discussions and examples of what social responsibility is and the impact that it can have. Session topics in this area may include (but are not limited to) the following:

- What SR is and how it relates to you
- The ROI of SR
- SR in action (case studies demonstrating the benefits of SR)
- How to get started
- Growing an SR culture in your organization/community

**II. ISO 26000:** The release of the new ISO 26000 standard has been eagerly anticipated by many. To match this interest, we are looking for sessions in this area that address topics such as:

- What ISO 26000 is and what it does
- How ISO 26000 relates to existing good work
- An extended look of ISO 26000 (including issues such as):
- Organizational Governance
- The Environment
- Community and Development
- Human Rights
- Labor Practices
- Fair Operating Practices
- Consumer Issues

**III. Social Responsibility and the Link to Quality:** Social responsibility is an ideology that is given a framework through ISO 26000. Whereas, the standard provides the framework, quality provides the methodology to take actions. In this area of focus we are looking for presentations that demonstrate the role that quality can play in the pursuit of social responsibility. Examples of topics that could be included in this focus area include:

- Malcolm Baldrige and SR
- Deming's 14 Points
- Lean
- LEED
- SR applications of PDSA

For more information, please visit: <http://asq.org/conferences/social-responsibility/>

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

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

### The Real Meaning of Job Posting Lingo

Competitive Salary: We remain competitive by paying less than our competitors.

Join Our Fast-Paced Company: We have no time to train you.

Casual Work Atmosphere: We don't pay enough to expect that you'll dress well.

Must Be Deadline Oriented: You'll be six months behind schedule on your first day.

Some Overtime Required: Some time each night and some time each weekend.

Must Have An Eye For Detail: We have no quality control.

Seeking Candidates With A Wide Variety Of Experience: You'll need it to replace the three people who just left.

Problem-Solving Skills A Must: Our company is in perpetual chaos.

Requires Team Leadership Skills: You'll have the responsibilities of a manager, without the pay or respect.



**CYTEC ENGINEERED MATERIALS  
VISITOR SAFETY RULES/REGULATIONS**

Revised: April 19, 2010

(Form 002, Section 21, Visitor Policy, Winona Emergency Response Manual)

VISITOR (Print): \_\_\_\_\_ DATE: \_\_\_\_\_

Company: \_\_\_\_\_ Signature: \_\_\_\_\_

HERE TO SEE (Cytec Engineered Materials Employee):

**Steve Gibson**

REASON FOR VISIT:

**ASQ Tour**

Are you a citizen of the United States?  Yes  No

Date	Time In	Time Out
__/__/__	__:__	__:__
__/__/__	__:__	__:__
__/__/__	__:__	__:__
__/__/__	__:__	__:__
__/__/__	__:__	__:__

**THE FOLLOWING IS TO BE FILLED OUT BY  
CYTEC ADMITTING PERSON**

Entry is prohibited for visitors that are not U.S. Citizens. See Section 21, Visitor Policy (**Winona Emergency Response Manual**) for additional information

	Yes	No
Will an escort be required?	___	___
Will visitor have restricted access?	___	___

Access allowed to only the following areas:

\_\_\_\_\_

These rules and restrictions have been reviewed with the visitor.

Signature of Cytec Admitting Person: \_\_\_\_\_ Date: \_\_\_\_\_

*Photo ID (Valid driver's license for example) has been  
Checked Yes \_\_\_ No \_\_\_*

**I. VISITOR SAFETY RULES**

Your safety during your visit to Cytec Engineered Materials, Inc., Winona, MN is of prime concern. For this reason, visitors who enter operating areas of the plant are to comply with the following safety procedures:

- a. Cytec Engineered Materials bans guns on these premises.
- b. Safety glasses and or side-shields are required in all areas of production and are to be worn at all times.
- c. No smoking on company property.
- d. Eating and drinking is prohibited in production and lab areas. Use designated lunchrooms only.
- e. Personal protective equipment is required in designated areas and will be provided as required. (lab coats or long sleeves)
- f. Stay clear of vehicle doorways and watch at all times for moving vehicles.
- g. Do not touch the equipment and NEVER reach into moving equipment.
- h. Never walk under or expose yourself to a suspended load.
- i. In case of an emergency, call Security at Extension 8092.
- j. In an emergency situation when the plant must be evacuated, all outside contractors and visitors exit by the nearest exit and gather at the Quonset Hut on Second Street.
- k. Shoes must be of leather construction. No sandals, open-toed, open-heeled or high-heeled shoes are allowed in production areas.
- l. All telephone messages may be picked up at Security unless it is an emergency at which time you will then be located.
- m. \_\_\_\_\_
- n. No cameras, camcorders, etc. are allowed without prior authorization from Cytec Management
- o. Use of cell phones in production areas is prohibited.

**II. VISITOR REGULATIONS**

- a. All visitors to the Cytec Engineered Materials, Inc. Winona plant must sign in and out with the Winona Cytec employee they are visiting or the Security Guard.
- b. Visitors will be required to show two (2) forms of identification, (One must be a photo ID) and may be subject to inspection of materials being brought into the facility.
- c. Visitor badges will be provided upon entry to the facility.

**III. CHEMICALS**

- a. \_\_\_\_\_
- b. Cytec Engineered Materials, Inc. Winona as part of its Hazard Communication Program requires that all visitors, Cytec Engineered Materials and otherwise, be aware of the chemicals we use within our plant. The on-duty Security Guard can show you a listing of chemicals found within our plant. We maintain a current file of MSDS's for all chemicals. Copies of which can be found in Security or SHE office area.

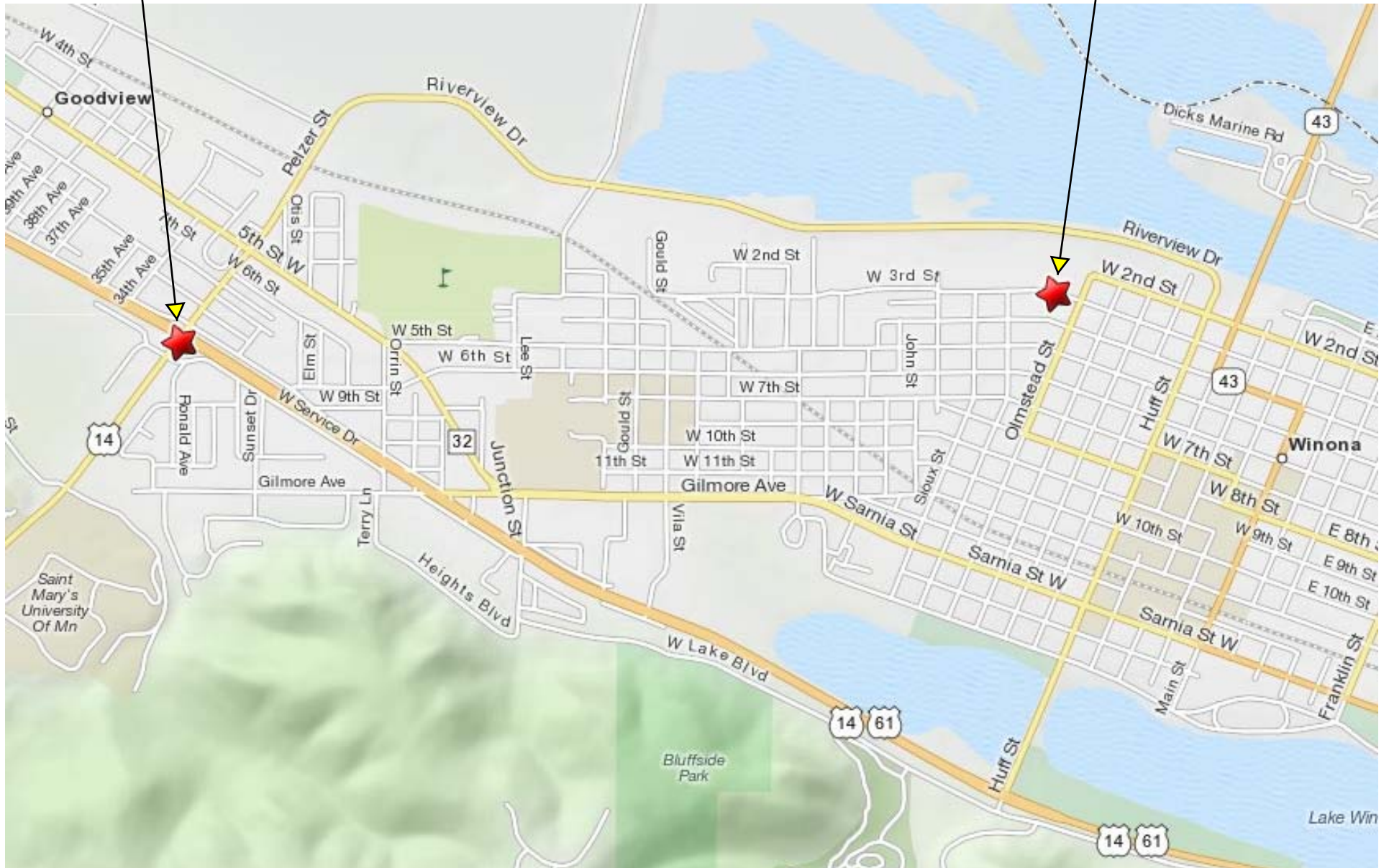
**IV. NETWORK CONNECTIONS**

- a. For NON Cytec personnel, it is against company policy to connect to our network using a wire, only wireless is allowed. The person who has the guest onsite must call the Helpdesk and ask for a guest WI-FI connection. They will create a username password with an expiration of one day for the NON Cytec visitor while they are onsite and then it will stop working after that. If they are here for more than one day the process must be repeated.

# ASQ SECTION 1216 OCTOBER MEETING MAP

Ground Round  
405 US Hwy 14  
Winona, MN

Cytec Engineered Materials  
501 West 3rd St.  
Winona, MN



**Fall Semester 2010**  
**Center for**  
**Business & Industry**  
**Quality & Performance**  
**Improvement Courses**



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# Hiawatha

## Section 1214

*Serving Southern Minnesota and Northern Iowa*

**South Central College – Faribault Campus**  
 1225 3rd Street SW, Faribault MN 55021 ♦ 507/332-5800

COURSE ID #	COURSE NAME	DATES	DAY	TIME	TOTAL HOURS	TUITION
<b>Certification Review Courses</b>						
002361	Certified Quality Engineer (CQE) Review <i>NEW!! WEBINAR DELIVERY</i>	10/4-11/29/10	M	6-9p	27	\$450
002358	Certified Calibration Technician (CCT) Review <i>NEW!! WEBINAR DELIVERY</i>	11/1-11/29/10	M	6-9p	15	\$250
002421	Certified Quality Auditor (CQA) Review	11/3-12/1/10	W	5:30-8:30p	15	\$250
<b>Productivity Workshops</b>						
000904	Problem Solving Tools & Methods	10/5/10	T	8a-4:30p	8	\$235
000903	Introduction to Quality	10/18-10/19/10	MT	8a-4:30p	16	\$445
000905	Project Management	10/28/10	H	8a-4:30p	8	\$235
000908	Understanding & Implementing ISO 9001	11/9/10	T	8a-4:30p	8	\$235
000906	Internal Auditor Skills	11/10/10	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 Faribault Campus of South Central College:*

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Your Resource for Knowledge, Skills & Strategies

**Laura Hardy ♦ 507/332-5802**  
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