

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

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

### Quotes:

There is only one boss. The customer. And he can fire everybody in the company from the chairman on down, simply by spending his money somewhere else.

Sam Walton

— Sam Walton

One of the true tests of leadership is the ability to recognize a problem before it becomes an emergency.

— Arnold H. Glasow

A leader takes people where they want to go. A great leader takes people where they don't necessarily want to go, but ought to be.

— Rosalynn Carter

### Quality Link of the Month:

<http://www.epa.gov/lean/sixsigma/Six-Sigma.pdf>

## September Meeting: Tour Watlow

When: Tuesday, September 21, 2010, 5:30 pm

Where: Watlow

1241 Bundy Boulevard

Winona, MN 55987

Please join us September 21st at 5:30PM for a tour of Watlow Controls in Winona. The tour will cover electronics manufacturing processes, design and test facilities, and an overview of Watlow's application of Lean techniques.

Since the company's founding in 1922, Watlow has brought its thermal expertise to numerous applications, including semiconductor, photovoltaic, analytical, medical, clinical, plastics processing, foodservice equipment, packaging, and aerospace. Headquartered in St. Louis, Missouri, Watlow is the largest custom designer and manufacturer of industrial heaters, sensors, controllers, and software - all of the components of a thermal system. Designing and manufacturing the complete thermal system allows Watlow to deliver the optimum thermal solution to meet customers' equipment and process requirements. Their design expertise is based on more than 85 years of experience in developing innovative thermal solutions for a wide range of industries.

In 1976 Watlow purchased the Winona facility from Waynco, Inc., a manufacturer of electronic controllers. In 1984 the production capacity of the Winona facility was doubled. Watlow is still family owned, but has grown in product capability, market experience and global reach. The company holds more than 50 patents and employs 2,000 employees at 13 manufacturing facilities in the United States, Mexico, Europe, and Asia. They have sales offices in 16 countries around the world, and a global distributor network. Even though Watlow has grown at an exponential rate the company's commitment remains the same - to provide customers with superior products and services for their individual needs.

Watlow has been a member of the Southeast Minnesota electronics manufacturing community since 1976, designing, manufacturing and selling industrial temperature controls, both under the Watlow brand and for custom applications. Watlow has also been recognized as a "Best Place to Work" with a track record for consistent business performance.

Dinner will follow at Perkins, 956 1/2 Mankato Ave, 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](mailto:shannon.hunt@bench.com).

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>

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.**



## Minnesota Quality Award Evaluator Training

October 5-7



Participating on the Board of Evaluators contributes to the improvement and competitiveness of Minnesota businesses and organizations. The Minnesota Council for Quality depends entirely upon a volunteer Board of Evaluators and Panel of Judges to evaluate applicant organizations and to recommend Minnesota Quality Award levels. The Board of Evaluators consists of approximately 125-150 members, including 13-15 Judges and 20-25 Team Leaders. We seek a diverse Board of Evaluators, representing all sectors of our economy (manufacturing, service, non-profit, healthcare, education, and government), all organizational functions (human resources, finance, accounting, operations, quality, marketing, IT, etc.), and all levels of leadership. Most Evaluator candidates have expertise that would be useful for our program.

For more information please visit [http://www.councilforquality.org/assess\\_eval\\_benefits.cfm](http://www.councilforquality.org/assess_eval_benefits.cfm).

### The QC Group - Course Offerings

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

## Quality Institute for Health Care - Call for Papers

Deadline: September 20, 2010

The 2011 Quality Institute for Healthcare (QIHC) conference is set for May 16-18 in Pittsburgh to run in parallel and at the same site with ASQ's World Conference for Quality Improvement. The event's theme will be

**First Do No Harm, Then Make No Waste: Proven Methods and Tools for Safe and Efficient Global Healthcare**

*The deadline to submit a presentation proposal is extended to Sept. 20.*

The healthcare industry around the world needs to deliver farther-reaching and higher quality care with fewer resources. Examine how both technology and basic quality principles help healthcare offer better, more efficient service while maintaining the highest levels of safety and sustaining a culture of quality.

Conference focus areas include:

- Efficiency.
- Quality basics: customer satisfaction.
- Patient safety.
- Technology and quality improvement.
- Quality systems and organizational excellence.
- Building and sustaining a quality culture.

Those interested in being part of QIHC can submit two types of presentations: a one-hour session or a four-hour workshop. Submissions for both types of presentations must demonstrate how quality tools, methods and systems can help clinicians and organizations solve continuing problems and deliver care that is measurably safer, more efficient, timely, patient centered, effective and sustainable. Go to the following link for more information on submitting a proposal: <http://qihc.asq.org/call-for-presentations/index.html>

## Free Member Gift! APOC and Innovation Gift Bundle

You asked for benchmarking data and research. Here it is. ASQ, working with APOC, gives you exclusive access to benchmarking studies, information, and resources. As a gift this month, we give you a sample of these new resources. This bundle focuses on the topic of innovation. In addition, you'll find a couple of bonus pieces on quality and innovation that we hope you enjoy. You have access to this bundle through September 30, 2010. To access this benefit, please visit:

<http://www.asq.org/member-gift/>

## 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)

## Your Input Requested: ISO Standard Addressing Six Sigma

Due to the potential impact on U.S. business, the Technical Advisory Group relating to the Applications of Statistical Methods (TAG 69) has requested public comments on two documents. The Subcommittee Chair, Michele Boulanger, states, "These documents provide wide exposure to an international standard in progress on Six Sigma methodology and tools. The current round of review and vote is the last opportunity [ASQ members have] to make content changes to the document." Comments are due October 11. For more information visit <http://asq.org/knowledge-center/standards/index.html>.

## Call for Nominations: 2010-11 ASQ Awards

Do you know a leader in the quality field? Possibly an author or educator, a quality leader in social responsibility, standards, statistics, modern quality control, or problem solving, or an individual dedicated to promoting quality globally or who leads an organization using quality techniques. Nominate him or her for one of ASQ's prestigious medals. Nominations are due October 1. For more information, contact Karen Prosser (kprosser@asq.org) or visit the ASQ Awards and Scholarship Web page: <http://asq.org/about-asq/awards/index.html>

## 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/>

Three professors - a physicist, a chemist, and a statistician - are called in to see their dean. Just as they arrive the dean is called out of his office, leaving the three professors there. The professors see with alarm that there is a fire in the wastebasket.

The physicist says, "I know what to do! We must cool down the materials until their temperature is lower than the ignition temperature and then the fire will go out."

The chemist says, "No! No! I know what to do! We must cut off the supply of oxygen so that the fire will go out due to lack of one of the reactants."

While the physicist and chemist debate what course to take, they both are alarmed to see the statistician running around the room starting other fires. They both scream, "What are you doing?"

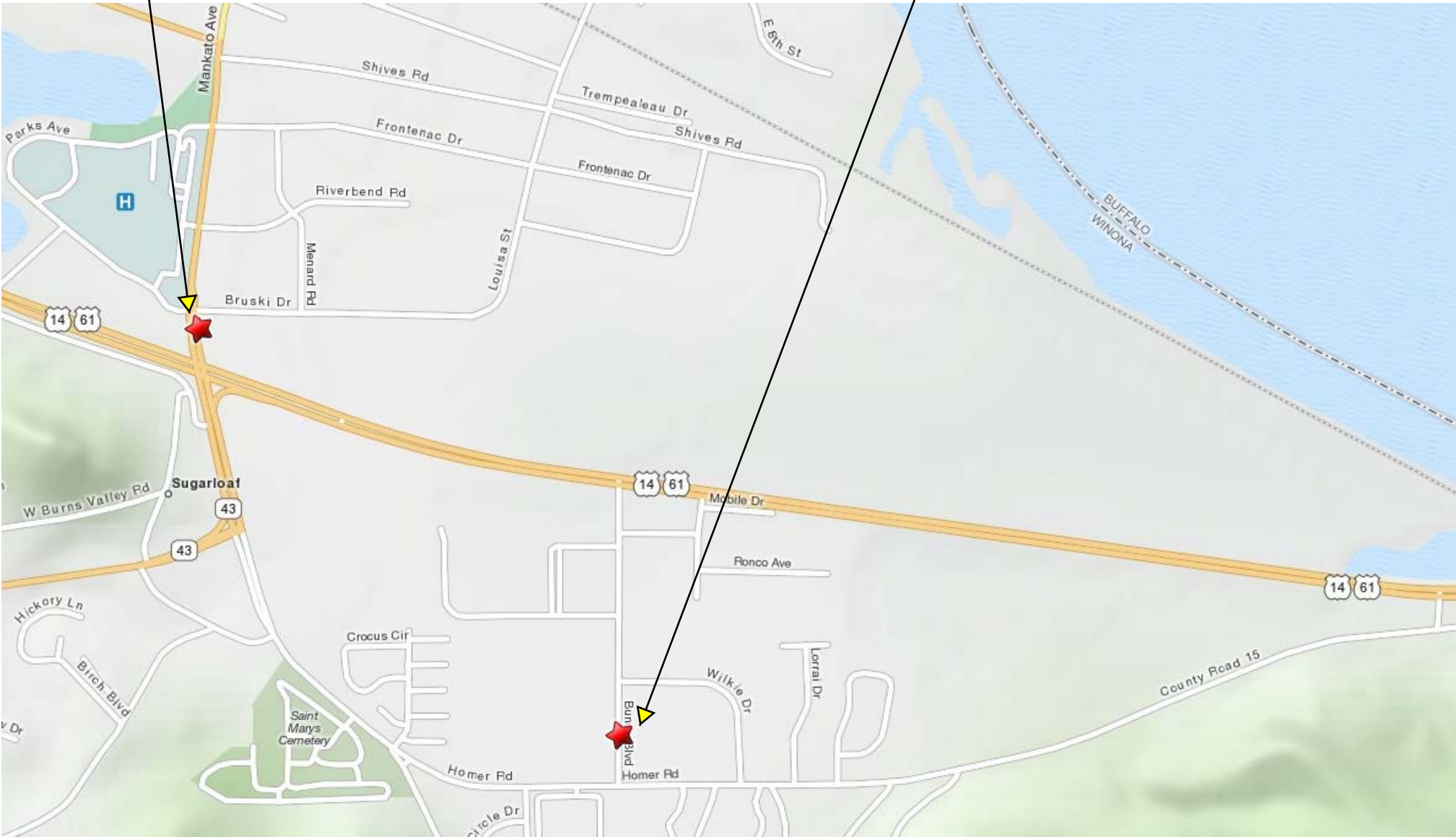
To which the statistician replies, "Trying to get an adequate sample size."



# September Section 1216 Meeting Map

Perkins  
956 1/2 Mankato Ave  
Winona, MN

Watlow  
1241 Bundy Boulevard  
Winona, MN



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



FARIBAULT • NORTH MANKATO



**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:*

**Brian Knutson ♦ 507/332-5874**  
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Your Resource for Knowledge, Skills & Strategies

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