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Denise Wermager  
Newsletter Editor

### Join Us For a Tour of Kwik Trip in La Crosse, WI October 16, 2012 @ 5:30 PM

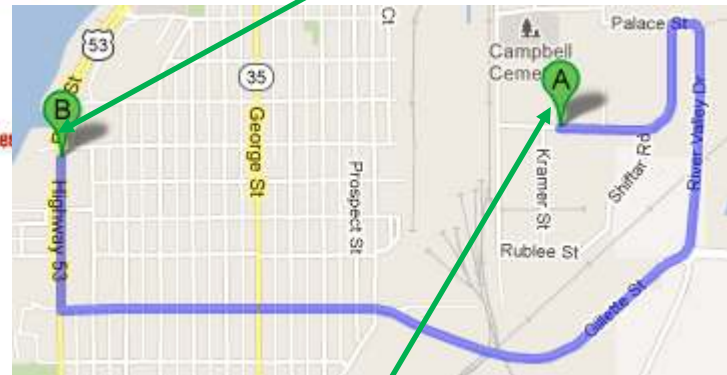
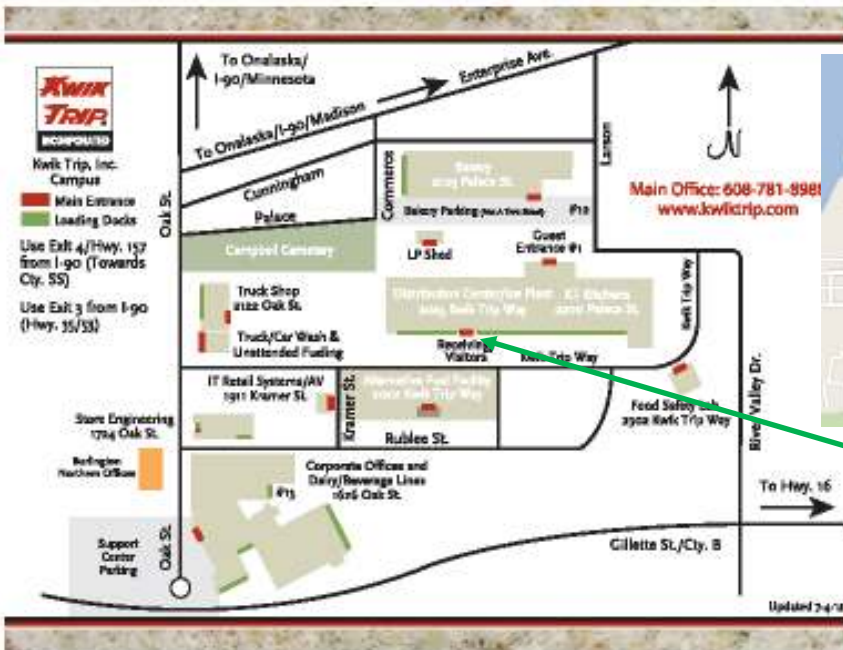
Founded in 1965, Kwik Trip, Inc. is a vertically integrated convenience store chain. Kwik Trip distributes 80% of its own products, ships products directly to its retail stores, and serves over 5 million customers daily in over 400 Kwik Trip, Kwik Star, Hearty Platter® restaurant and Tobacco Outlet Plus (TOP) stores throughout Wisconsin, Minnesota, and Iowa. Kwik Trip's campus in La Crosse, WI features a Support Center, Bakery, Commissary, Dairy, Distribution Warehouse and Maintenance Divisions.

MEETING PRICE:  
\$20.00 for ASQ Members and Guests  
\$10.00 for Full-Time Students with ID

RSVP: Reply to Ping invite  
or e-mail [celeste.lea@bench.com](mailto:celeste.lea@bench.com)

**Future Meetings**  
  
Garvin Heights Vineyards  
November 13, 2012

Dinner following tour at  
Edwardo's Ristorante di Pizza  
1930 Rose Street, La Crosse  
[MAP](#)



Tour of KwikTrip will start at  
2025 Kwik Trip Way, La Crosse  
[MAP](#)  
  
Enter through Receiving/Visitors  
entrance of the Distribution Center.  
  
Please be careful in the parking lot. There  
is significant truck traffic at times.

Kwik Trip: The following slides were provided by Kwik Trip



**Green Business Practices Outline**



- I. History of Kwik Trip
- II. Values & Culture of Kwik Trip
- III. Sustainability Initiatives
- IV. Questions/Discussion

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## HISTORY

- Trade Names: Kwik Trip®, Kwik Star® and Tobacco Outlet Plus stores, and Hearty Platter® Restaurants & Cafés
- Privately Owned: Don and LaYonne Zietlow, their children Scott, Vicky and Steve and grandchildren
- Current Employment - 10,000+ co-workers



**Kwik Trip Overview**




Founded in 1965, Kwik Trip, Inc. is a vertically integrated convenience store chain. Kwik Trip distributes 80% of its own products, ships products directly to its retail stores, and serves over 5 million customers daily in over 400 Kwik Trip, Kwik Star, Hearty Platter® restaurant and Tobacco Outlet Plus (TOP) stores throughout Wisconsin, Minnesota, and Iowa. Kwik Trip's campus in La Crosse, WI features a Support Center, Bakery, Commissary, Dairy, Distribution Warehouse and Maintenance Divisions.

History

- 1965** First Store opened in Eau Claire, WI
- 1970** Kwik Trip introduced gasoline sales at Eau Claire stores
- 1970** Corporate Offices opened in La Crosse, WI
- 1973 - 1980** Established Commissary, Maintenance Department, and Warehouse Distribution Center
- 1985** Chain reaches 100 stores; Bakery Department Established
- 1995 - 2000** Chain reaches 240 stores; Expansion of Bakery, Dairy, Commissary & Warehouse
- 2008** Completed New Ice Plant, Water Bottling Line, and Food Safety Lab
- 2011** Over 10,000 employees and 400 stores in Minnesota, Wisconsin, and Iowa

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## Kwik Trip Campus




Kwik Trip's multi-facility campus in La Crosse, WI includes over 650,000 square feet for a support center, bakery, commissary, warehouse, dairy/beverage lines, store engineering, truck shop and safety lab.

- **Support Center:** Provides marketing, training, accounting, human resources, legal, management information systems, store engineering, production and audio visual services to help our stores succeed
- **Bakery:** Features state-of-the-art robotics, the bakery produces over 50 varieties of baked and sweet goods daily
- **Dairy & Ice Plants:** Opened in 1984, includes milk, orange juice, regular and flavored water, and ice cream, the ice plant was opened in 2008
- **Commissary Kitchens:** With production areas maintained at 36°F and a USDA inspector office on-site, produces Cheese Mountain® pizza, fresh salads, burritos, soups, chili and sandwiches for all stores

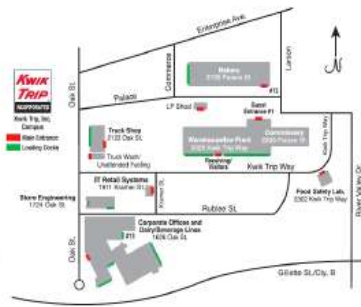



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## Kwik Trip Campus



- **Food Safety Lab:** Established in 2008 in partnership with Marshfield Clinic, 3,000 environmental and food/beverage samples are tested daily.
- **Distribution Center:** Built in 1996, the warehouse operates 24/7 with 41 docks, dry storage, coolers, and freezer and banana ripening storage rooms
- **Transportation and Fleet Services:** With over 600 pieces of equipment, 200 co-workers and 229 drivers, the transportation fleet travels 17 million miles per year with daily deliveries to our retail stores

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## TOP-RATED EMPLOYER



Rated #1 Workplace in southeast Wisconsin by Milwaukee Journal Sentinel, May 2011



Rated #3 Workplace (for large employers) in Minnesota by Minneapolis StarTribune, June 2011

## CARING FOR THE ENVIRONMENT

- Sustainability Initiatives
- LEED Stores
- Lighting
- Water
- Motors
- Renewable Energy
- Recycle, Reuse, Repurpose, Restore



### Sustainability Initiatives



- **All New and Rebuilt Stores LEED certified (Leadership in Energy & Environmental Design)**
- **Alternative Fuels**
  - Piloting conversion from diesel to liquefied natural gas green fleet – 12 vehicles already in service
  - All new stores built with electric car charging stations to promote green transportation
  - Installation of compressed natural gas fueling stations in select stores
  - Purchase of natural gas truck fleet and Installation of compressed natural gas and liquid natural gas alternative fuel fueling station at La Crosse Campus
- **Recycling & Energy Conservation Initiatives**

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**LEED Certification:**  
18 complete, and 21 in process....

STORE	LOCATION	CERTIFICATION	STORE	LOCATION	CERTIFICATION
330	Belle Plaine, MN	Gold	453	River Falls, WI	Submitted
781	La Crosse, WI	Gold	466	St. Peter, MN	Submitted
742	Oshkosh, WI	Silver	373	Waukesha, WI	Submitted
492	Chanhassen, MN	Silver	653	Portage, WI	Submitted
436	Waukesha, WI	Silver	812	Andover, MN	Submitted
615	North Mankato, MN	Silver	832	Waunakee, WI	Submitted
790	Manchester, IA	Silver	434	Neeah, WI	Submitted
725	Howard, WI	Silver	430	Ashwaubenon, WI	Submitted
466	Charies City, IA	Silver	844	Lake City, MN	Submitted
633	Eau Claire, WI	Silver	681	St. Michael, MN	Submitted
338	Plover, WI	Silver	490	Cedar Falls, IA	Submitted
422	Oak Creek, WI	Silver	622	Byron, MN	Submitted
495	Dubuque, IA	Silver	316	Hutchinson, MN	Submitted
741	Oshkosh, WI	Certified	945	Wautoma, WI	Submitted
465	Coon Rapids, MN	Certified	888	Waupaca, WI	Submitted
485	Eikhorn, WI	Certified	463	Zumbrota, MN	Submitted
481	Red Wing, MN	Certified	806	Owatonna, MN	Submitted
827	Green Bay, WI	Certified	721	Marshall, WI	Submitted
897	Sheboygan, WI	Submitted	497	Nodine, MN	Submitted
367	Fox Lake, WI	Submitted			

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### Kwik Trip LEED Building Efficiency

- 16.2% Less Energy
- 40% Less Water
- 23% of Energy in Stores is for Lighting
- Converting to LED Energy Efficient Fluorescent Bulbs
- Reduces Number of Lamps/Fixtures
- ROI = 2 years

### LED Lighting Efficiency

- Canopy Lights (saves \$3,946/new store)
- Cooler & Freezer (saves \$375,291/year)
- Uses Less Energy & Heat
- Merchandises Product Better
- ROI for Cooler = 3 years
- ROI for Freezers = 1.6 years
- Sky Lights – New in 2010 – Very Well Received



## Water Efficiency

- LEED Stores Use 40% Less Water
  - Low Flow Sinks (0.5 gal./min vs. 1.6 gal./min)
  - Low Flush Toilets (1.28 gal. vs. 1.6 gal.)
  - Reverse Osmosis in Car Washes
- 10,600,000 Gallons Saved to Date

## Reverse Osmosis – Car Washes

- 30 out of 103 Car Washes
- Only Half Water Passes Filter Process
- Waste Water (not passed thru filter system) Reclaimed & Reused in Undercarriage Pass
- Saved 4,783,020 Gallons of Water
- Equates to:
  - Washing Over 87,000 Cars
  - Filling 316 Backyard Size Swimming Pools

## Recycling Initiatives

- Cardboard (Recycle 100 Tons per Year)
- Shrink Wrap (Recycle 20 Tons Per Year)
- Lighting
- Metals & Electronics
- Plastic, Aluminum, Glass & Metal Containers in Corporate Support Center
- Recycling Containers at Stores

## Other Sustainability Initiatives

- Occupancy & Light Sensors
- Installing Energy Management Systems (E2)
- Additional Windows for Day Lighting
- Heat Recovery Water Heaters
- Refrigeration Waste Heat Recovery
- Use 50% Forest Stewardship Council Certified Lumber
- Recycling (75% or More) of Construction Waste
- Using Concrete vs. Asphalt (Less Lighting & Heat)
- Milk-In-A-Bag – 95% Reduction in Compacted Volume in Landfills & 75% Reduction in Package Weight
- Electric Car Recharging Stations at All New Stores

## Motor Usage

- Energy Efficient Motors (60% less energy)
  - Retrofitted into Existing Stores
  - Specified for New Stores
- Use Less Energy & Heat
- ROI = < 2 Years
- Once Retrofitting Completed for All Stores, Save \$730,000 a Year

## Purchase of Renewable Energy Sources

- Second Nature Program in Iowa
- Purchasing Wind Power Where Feasible & Economical

## Communications Strategy

- Many Initiatives – Great Story to Tell
- Sustainability Report, Website, Social Media, Kwik Net, Fuel Pump Toppers, Brochures, Media & Bathroom Signage
- Society's Expectations
  - Expect Sustainable Policies
  - Younger Generations Demand It
  - Want Information on Initiatives/Policies
  - Buying Decisions Based on Sustainability

**Local whenever possible**

- Pizza Crusts – Green Bay
- Cheese – Richland Center, Athens, Colby and Gilman
- Bologna and Summer Sausage – La Crosse
- Roast Beef – Milwaukee
- Egg Patties – Burlington
- Wild Rice – Spooner
- Chicken and Egg Salad – Portage
- Cheese Sauce – Gilmanton
- Beans for Kwik Trip soups – Augusta
- Potatoes – Nekocsa
- Onions – Coloma
- Pizza Meat Toppings – MN and IA
- Milk – Plainville, MN and Sparta, WI

## Sustained Growth: Challenges And Opportunities



## INFORMATION

To learn more about us, visit any of these sites

[www.kwiktrip.com](http://www.kwiktrip.com)

[facebook.com/kwiktrip](https://facebook.com/kwiktrip)

[twitter.com/KwikTripInc](https://twitter.com/KwikTripInc)

[youtube.com/kwiktripkwikstar](https://youtube.com/kwiktripkwikstar)

## Contacts

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**KWIK TRIP™**

**Thank you!**

We appreciate your interest and support  
 of Kwik Trip, Inc.

## Job Postings

3M has openings for 5 or more Product/Process Engineers in its Manufacturing Plants in Prairie du Chien, WI.

Applicants should have a formal Engineering degree from a 4 year college. Interested applicants should apply by e-mailing the Site Human Resource Manager, Shelly Gruber, or the plant manager, Tom G. Harris.



Shelly Gruber: E-mail: [sgruber@mmm.com](mailto:sgruber@mmm.com) phone: 608-326-2466-x2259

Tom Harris: E-mail: [tgharris2@mmm.com](mailto:tgharris2@mmm.com) phone: 608-326-2466 x3348

Plant website: [http://solutions.3m.com/wps/portal/3M/en\\_US/PrairieduChien/Plant/](http://solutions.3m.com/wps/portal/3M/en_US/PrairieduChien/Plant/)

Employment website: [http://solutions.3m.com/wps/portal/3M/en\\_US/careers/home/](http://solutions.3m.com/wps/portal/3M/en_US/careers/home/)



Benchmark Electronics has a significant number of career opportunities available between their Winona, MN and Rochester, MN facilities.

Employment website: <http://www.bench.com/careers/Pages/Job-Search.aspx>



Watlow has an opening for a Software Engineer in Winona, MN.

Employment website: <http://watlow.hrmdirect.com/employment/careers.php?>



HGST a Western Digital Company has a vast number of career opportunities in Rochester, MN.

Employment website: <http://www.hgst.com/company/employment/>

# Welcome New Members!

Jenny Bailie from Milk Specialties Global in Boscobel, WI

John Kelsey from Ingersoll Rand in La Crosse, WI

## Quality Training and Events

### Offered by Our Partners



To see what quality-related courses The QC Group is offering please visit  
<http://www.theQCgroup.com/training>



Performance • Excellence • Network  
 A Catalyst for Success for 25 Years

To see what current meetings/events the Performance Excellence Network (formerly the Minnesota Council for Quality) is offering please visit  
<http://www.councilforquality.org>



To see what current meetings/events the ASQ Minnesota Section 1203 is offering please visit  
<http://mnasq.org/events-calendar/>



ASQ 1216 Section Members receive a 10% Discount on the below classes. Information and registration at  
[Classes: Business: ASQ](#)

COURSE NAME	DATE	TIME	LOCATION	COST
Fundamentals of Quality Assurance	Wednesday & Thursday Oct 24 & 25, 2012	8a-4:30p	Faribault	\$445
Engineering Statistics	Tuesdays Oct 30-Nov 13, 2012	6p-8p	Online	\$149
Failure Mode & Effects Analysis	Thursday November 8, 2012	8a-4:30p	Faribault	\$235
Understanding ISO 9001 & Internal Auditor Skills	Tuesday & Wednesday Dec 11 & 12, 2012	8a-4:30p	North Mankato	\$445



## Offered by ASQ or Co-Sponsored by ASQ

### **21<sup>st</sup> Annual ASQ Audit Division Conference**

Dates: October 11-12  
Where: Augusta, GA  
Website: <http://asq.org/conferences/audit/index.html>

### **39<sup>th</sup> Energy & Environmental & Energy Division Training & Education Conference**

Dates: October 14-17  
Where: Tampa, FL  
Website: [http://asq.org/ee/interaction/39th\\_eeetc.htm](http://asq.org/ee/interaction/39th_eeetc.htm)

### **2012 Service Quality Conference**

Dates: October 15-16  
Where: Baltimore, MD  
Website: <http://asq.org/conferences/service-quality/>

### **International Conference on Software Quality**

Dates: October 29-31  
Where: Indianapolis, IN  
Website: <http://www.asq-icsq.org>

### **20<sup>th</sup> National Quality Education Conference (NQEC)**

Dates: November 11-12  
Where: Louisville, KY  
Website: <http://nqec.asq.org>

## Offered by Other Organizations

### **30<sup>th</sup> Annual Pacific NW Software Quality Conference**

Organization: Pacific Northwest Software Quality Conference  
About: <http://www.pnswqc.org/about-pnswqc/general-information>  
Dates: October 8-10  
Where: Portland, OR  
Website: <http://www.eccma.org/2012eccmasummit/>

### **URAC 2012 Quality Summit and Best Practices Awards Conference**

Organization: URAC  
About: <https://www.urac.org/about/>  
Dates: October 9-11  
Where: San Francisco, CA  
Website: <https://www.urac.org/forms/meeting/MeetingFormPublic/view?id=2287A00000001>

### **Quality Matters Annual Conference: A Youth Work Institute Course**

Organization: University of Minnesota: Extension  
About: <http://www1.extension.umn.edu/about/>  
Dates: November 2  
Where: Eagan, MN  
Website: <http://www1.extension.umn.edu/youth/training-events/Quality-Matters-Annual-Conference.html>

### Safe Quality Food International Conference

Organization: SQF Institute  
About: <http://www.sqfi.com/about-sqf/>  
Dates: November 6-8  
Where: Cincinnati, OH  
Website: <http://www.sqfi.com/forms/meeting/Microsite/SQFConf-2012>

### Better Software Conference East

Organization: Software Quality Engineering  
About: <http://www.sqe.com/AboutUs.aspx>  
Dates: November 4-9  
Where: Orlando, FL  
Website: <http://www.sqe.com/BetterSoftwareEast/>

### 7<sup>th</sup> International Conference for Food Safety and Quality

Organization: International HACCP Alliance  
About: <http://www.haccpalliance.org/sub/index.html>  
Dates: November 12-16  
Where: Chicago, IL  
Website: <http://foodhaccp.com/conference12/>

## Did you know?

The Global Quality Community is celebrating “World Quality Month” in November. This celebration is now in its third year. For more information visit: <http://asq.org/world-quality-month/index.aspx>.



**FREE - Monthly ASQ Exclusive Gift for Members:** <http://asq.org/member-gift/>

**NOT A MEMBER - JOIN NOW:** <http://asq.org/membership/members/your-benefits.html>

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**IT IS NEVER TOO EARLY TO START PLANNING!**

***We are seeking motivated individuals to join our board for the 2013-2014 year. Please contact a current board member if you are interested and remember that joining the board earns you extra Recertification Units!***

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**ASQ Section 1216 La Crosse - Winona 2012-2013 Section Board**

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