



Hiawatha
Section 1214

Serving Southern Minnesota and Northern Iowa



FARIBAULT • NORTH MANKATO

Quality & Performance Improvement Courses

SPRING SEMESTER SCHEDULE ♦ JANUARY – MAY 2008

ASQ Certification Review Classes



Quality Skill Development Workshops



**Hiawatha
Section 1214**

Serving Southern Minnesota and Northern Iowa



**South Central
College**

A Partnership for Quality & Performance Improvement Training

South Central College and ASQ Hiawatha Section 1214 have teamed up to become southern Minnesota's leader in providing affordable & professional quality training for local industries. Your training opportunities include review classes for ASQ certifications as well as workshops in Quality Principles, Implementing ISO, 8-Discipline Problem Solving, and more. Check the current schedule for courses offered on an open enrollment basis for individuals or...

Courses can also be brought to you, when and where your company wants it.

The Customized Training program at South Central College can help your company excel by tailoring course content to address your organization's specific needs; educating a group of employees at one time for a cost-effective price; eliminating the cost and lost time spent on staff travel; and minimizing the disruption in workflow by selecting a convenient time and location. Any of the training topics in this booklet and many more additional topics can be customized and delivered to your organization.

Contact Brian Knutson, Faribault Campus Customized Training Coordinator, at 507/332-5874 or brian.knutson@southcentral.edu for all your training needs.

South Central College also offers training to update your skills in:

- ♦ APICS – Production & Inventory Management
- ♦ Computer & Software Application
- ♦ Leadership & Strategic Planning
- ♦ Solid Modeling & Machining
- ♦ MIG & TIG Welding
- ♦ Power Limited Technician Continuing Education
- ♦ Industry & Construction Safety
- ♦ CPR, First Aid & Nurse Refresher

To have a copy of our complete spring schedule mailed to you, contact Laura Hardy at 507/332-5802 or laura.hardy@southcentral.edu.

About ASQ Hiawatha Section 1214...

The Hiawatha Section of ASQ is made up of professionals throughout southern Minnesota and northern Iowa dedicated to the promotion of quality practices and continual improvement activities.

We sponsor training by practicing quality industry professionals as a key way to bring quality related knowledge and resources to our members.

New members are always welcome. Please join us for our monthly meetings at Cabela's in Owatonna, MN on the 2nd Thursday of each month, where we have a one-hour featured presentation on a topic of interest to our members. For more information about membership and our section, please contact Andy Kollengode, Hiawatha Section Membership Chair, at akollengode@yahoo.com or check out our website at www.asq1214.org.

MARK YOUR CALENDAR FOR OUR ANNUAL SEMINAR!

Phase 1 of Process Management with Presenter John Lindland
 Wednesday, April 16, 2008 ...OR... Thursday, April 17, 2008
 Cabela's in Owatonna ♦ \$350/person

Spring 2008 Class Schedule

Quality & Performance Improvement

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
001183	Quality Principles, Methods & Applications	1/31-2/1/08	HF	8a-4:30p	16	\$370
001184	8-Discipline Problem Solving Tools & Methods	2/26/08	T	8a-4:30p	8	\$235
001189	Calibration Processes	4/23/08	W	8a-12n	4	\$125
001190	Calibration of Dimensional Gages	4/23/08	W	1-5 p	4	\$125
001191	Gage Repair	4/24/08	H	8a-4:30p	8	\$235
001185	Implementing & Auditing ISO 14001 Environmental Management Systems	4/28/08	M	8a-4:30p	8	\$235
001186	Understanding & Implementing ISO 9001:2000	4/29/08	T	8a-4:30p	8	\$235
001187	Internal Auditor Skills	4/30/08	W	8a-4:30p	8	\$235
001188	Applying SPC & Statistical Tools	5/7/08	W	8a-4:30p	8	\$235
Certification Review Courses						
001197	Certified HACCP Auditor (CHA) Review	2/6-2/27/08	W	5:30-8:30 pm	12	\$200
001198	Certified Quality Engineer (CQE) Review	3/31-6/2/08	M	6-9 pm	27	\$450
001199	Certified Calibration Technician (CCT) Review	4/8-5/6/08	T	6-9 pm	15	\$250
001200	Certified Quality Auditor (CQA) Review	5/7-6/4/08	W	5:30-8:30 pm	15	\$250

South Central College – North Mankato Campus

1920 Lee Boulevard, North Mankato MN 56003 ♦ 507/389-7200

COURSE ID	COURSE NAME	DATES	DAY	TIME	TOTAL HOURS	TUITION
001192	Corrective & Preventive Action Processes	2/13/08	W	8a-12n	4	\$125
001193	Understanding & Implementing ISO 9001:2000	3/5/08	W	8a-4:30p	8	\$235
001194	Internal Auditor Skills	3/6/08	H	8a-4:30p	8	\$235
001195	Supplier Quality Management & Improvement	4/3/08	H	8a-4:30p	8	\$235
Certification Review Courses						
001196	Certified Quality Technician (CQT) Review	1/24-2/28/08	H	6-9 pm	18	\$300

Ridgewater College – Hutchinson Campus

2 Century Avenue SE, Hutchinson MN 55350 ♦ 320/234-8500

COURSE ID	COURSE NAME	DATES	DAY	TIME	TOTAL HOURS	TUITION
HTI 1323	Quality Principles, Methods & Applications	2/21-2/22/08	HF	8a-4:30p	16	\$370
HTI 1193	Project Management	3/18/08	T	8a-4:30p	8	\$235
HBU 1549	Microsoft Project 2003	3/19/08	W	8a-4:30p	8	\$235
HTI 1324	8-Discipline Problem Solving Tools & Methods	4/21/08	M	8a-4:30p	8	\$235

To register for courses at Ridgewater College, please call 320/234-8592.

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 quality workshops/classes listed in this booklet.

APICS Southern MN Chapter • ASQ La Crosse – Winona Section 1216 • ASQ Minnesota Section 1203 • Minnesota Council for Quality • Society of Manufacturing Engineers (SME) SE MN Chapter 162

(Simply provide your membership number on the registration form to qualify.)

If you would like to see if your organization can qualify for this discount, please contact Brian Knutson at SCC at 507/332-5874 or brian.knutson@southcentral.edu.

COURSE DESCRIPTIONS

CERTIFICATION REVIEW CLASSES

CERTIFIED CALIBRATION TECHNICIAN (CCT) REVIEW ♦ Instructor: Lon Stachowiak

The Certified Calibration Technician (CCT) Review class represents ASQ's newest certification. A Certified Calibration Technician tests, calibrates, maintains, and repairs electrical, mechanical, electromechanical, and electronic measuring, recording and indicating instruments and equipment for conformance to established standards. Each participant will need to order their own text prior to the start of class. The text used for this course is The Indiana Quality Council Primer available from the Quality Council of Indiana's On-Line Store.

CERTIFIED HACCP AUDITOR (CHA) REVIEW ♦ Instructor: Mike Mayer

This is a review class for those preparing to take the ASQ Certified HACCP Auditor examination. HACCP is an acronym for Hazard Analysis and Critical Control Point. It is a preventative system for assuring the safe production of food products. The focus of a HACCP plan is to address the three hazards: physical, chemical, and microbiological and to assure controls are in place to prevent the hazards from reaching the customer. Each participant will need to order their own text prior to the start of class. The text used for this course is *HACCP: A Systematic Approach to Food Safety* by Kenneth E. Stevenson and Dane Bernard, published by The Food Processors Institute.

CERTIFIED QUALITY AUDITOR (CQA) REVIEW ♦ Instructor: Mike Mayer

This is a review class for those preparing to take the ASQ Certified Quality Auditor examination. The course will cover the Body of Knowledge for the CQA examination, which can be obtained at www.asq.org. The text materials will include instructor handouts, as well as the Indiana Quality Council Primer and Solutions Text. Purchase of the Solutions Text is optional. As this is a review course, it is recommended that each student order the Primer for their own study prior to the start of class.

CERTIFIED QUALITY ENGINEER (CQE) REVIEW ♦ Instructor: Lee Anderson

This is a review class for those preparing to take the ASQ Certified Quality Engineer exam. Text materials used for this course are the Indiana Quality Council Primer and Solutions Text which can be ordered through the Quality Council of Indiana. Each participant will need to order their own materials prior to the start of class. Approximate costs are \$75 for the Primer and \$35 for the Solutions Text.

CERTIFIED QUALITY TECHNICIAN (CQT) REVIEW ♦ Instructor: Al Glassel

This is a review class for those preparing to take the ASQ CQT examination. Each participant will need to secure their own materials prior to the start of class. The text materials used include the Indiana Quality Council Primer (Solutions Text is optional) available from the Quality Council of Indiana's On-Line Store.

TEXTBOOK AND MATERIALS RESOURCE

Quality Council of Indiana: www.qualitycouncil.com or 812/533-4215
ASQ Quality Press: www.qualitypress.asq.org or 800-248-1946

QUALITY SKILL DEVELOPMENT WORKSHOPS

APPLYING SPC & STATISTICAL TOOLS ♦ Instructor: John Moorhouse

This course covers the fundamentals for applying statistical methods in a production environment. Topics include: Introduction to Variation and Statistical Basics; Process Capability; Variables & Attributes Charting Methods; Gage Variation and R&R Studies; and Alternative Tools to SPC Charts. Students will perform exercises and discussions will focus on real-life practical uses of statistical tools to get value-added results.

Who Should Attend: Managers, Engineers, Technicians, Supervisors, and Production Operators.

CALIBRATION OF DIMENSIONAL GAGES ♦ Instructor: Lon Stachowiak

This course is part 2 of a 3-part series on gage calibration & repair, which covers techniques and methods for calibrating common dimensional gaging, including calipers, micrometers, indicators, height gages. Students will work hands-on with actual gaging and standards. If students have specific gaging types they'd like covered, they may contact the instructor prior to the workshop to see if time and availability of standards will allow coverage during the workshop. [Note: Additional workshops on electronics, torque, force, etc. can be arranged if there is enough interest, so let us know if your organization has additional needs.]

Who Should Attend: Anyone who works hands-on with dimensional calibration, or who may need to write instructions or supervise calibration activities will benefit from this workshop, including technicians, engineers, and managers. Ideal for those needing to implement a calibration program conforming to ISO 9001 or ISO/IEC 17025.

CALIBRATION PROCESSES ♦ Instructor: Lon Stachowiak

This course is part 1 of a 3-part series on gage calibration & repair, which covers general calibration process principles & applications, including procedures, methods, frequencies, environment control, uncertainty, common practices, sources of error, schedules & record keeping, traceability, etc. The student will learn all aspects of a calibration program and be equipped to evaluate & improve the program at their facility.

Who Should Attend: Anyone who works hands-on with calibration, or who may need to set-up or improve a calibration program will benefit, including technicians, engineers, and managers. Ideal for those needing to implement a calibration program conforming to ISO 9001 or ISO/IEC 17025.

CORRECTIVE & PREVENTIVE ACTION PROCESSES ♦ Instructor: John Moorhouse

The course will start with an understanding of the requirements for corrective and preventive action (C&PA) given in ISO 9001:2000. Students will learn approaches for building effective internal systems for C&PA, including effective forms, tracking status and closure. We will review problem solving & root cause identification, corrective action plans and approvals, verification audits, evidence for closure, record keeping, and paperless solutions. Exercises and discussions will include: pit-falls, lessons learned, dealing with difficult situations, escalation steps, management's responsibilities, and continual improvement linkages to make your systems most effective.

Who Should Attend: Managers, Supervisors, ISO Management Reps, QA Managers, Improvement Facilitators, Engineers, and Technicians who need to implement effective systems for corrective and preventive action.

GAGE REPAIR ♦ Instructor: Lon Stachowiak

This course is part 3 of a 3-part series on gage calibration & repair, which covers techniques and methods for repair of common dimensional gaging, including calipers, micrometers, indicators, etc. Students will work hands-on with actual gaging and will do basic repairs in the workshop. If students have specific gaging types they'd like covered, they may contact the instructor prior to the workshop to see if time & facilities will allow coverage during the workshop. Students may bring examples of gages needing repair to the workshop.

Who Should Attend: Anyone who works hands-on with dimensional gage repair, or who may need to supervise calibration and repair activities will benefit from this workshop, including technicians, engineers, and managers.

IMPLEMENTING & AUDITING ISO 14001 ENVIRONMENTAL MANAGEMENT SYSTEMS

Instructor: Kent Otte

This course will provide an overview of the steps necessary to successfully implementing an ISO 14001 Environmental Management System (EMS). Integrated in to the course will be key components of performing EMS audits. A practical implementation approach will be presented that will be useful to any organization choosing to implement an independent EMS, or integration of the EMS with a quality management system.

Who Should Attend: Managers/Supervisors, ISO EMS Management Reps, Internal Auditors, Environmental, Health and Safety Personnel, and anyone interested in learning about the benefits of an EMS.

INTERNAL AUDITOR SKILLS ♦ Instructor: John Moorhouse

Gain practical insights from an experienced professional ISO QMS Auditor. This workshop will provide trained auditors ready to conduct internal quality system audits, saving your company internal training time and resources. The course features hands-on exercises for learning and applying auditor skills and techniques. Auditors will learn the basic principles of auditing, steps in conducting an audit, methodology for interviewing auditees, note-taking techniques, and how to write audit findings. Students will gain additional ISO 9001 interpretation skills through class exercises.

Prerequisite Class: Understanding & Implementing ISO 9001:2000 or instructor approval. This class will utilize the ISO 9001:2000 standard, but not cover it as an introduction to the standard.

Please Note: You must have a copy of the new standard for this class. We will have a limited supply available for purchase with advance notice.

Who Should Attend: Internal Auditors (both first-time and those requiring refresher training), others who can benefit include ISO Management Reps, Managers, Engineers and Supervisors

MICROSOFT PROJECT 2003 ♦ Instructor: Lee Anderson

Using Microsoft Project is like having your own project management assistant. It helps you create plans of any size, track progress, head off problems, and communicate important project information quickly and easily. If you are familiar with other Microsoft programs, such as Excel and Word, you'll have a head start getting up and running on Microsoft Project and getting control over your projects! This one-day workshop is a perfect follow-up for those that have attended the Project Management workshop.

8-DISCIPLINE PROBLEM SOLVING TOOLS AND METHODS ♦ Instructor: John Moorhouse

This course will deliver a proven methodology for problem solving, giving students a simple and creative technique for addressing problems of all types. The tools for solving problems will also be covered in detail, including brainstorming methods, cause and effect, data collection and analysis, Pareto charts, histograms, trend charts, and flow charts. Hands-on exercises will be used to demonstrate applications of the tools and methodology.

Who Should Attend: Anyone interested in being a good problem solver or in learning a creative and straightforward problem solving method; Managers, Supervisors, Technical and Non-technical Professionals, Engineers, Technicians, Machine Operators, Clerical and Administrative Professionals, etc.

PROJECT MANAGEMENT ♦ Instructor: John Moorhouse

This course covers project management methods from definition to closure. In-class exercises include a project definition worksheet, identifying tasks and creating a WBS, defining interactions and preparing a timeline, identifying critical paths, managing and monitoring progress, taking actions to keep on track, and review for closure. Follow up with our one-day Microsoft Project workshop to put these project management techniques into practice.

Who Should Attend: Managers, Engineers, and Technicians who implement improvement projects or participate in new product introduction

QUALITY PRINCIPLES, METHODS & APPLICATIONS ♦ Instructor: John Moorhouse

This course will provide a broad base of training on fundamental skills and knowledge of quality assurance for the professional who is looking for growth in the area of quality assurance. Topics include: Introduction to quality management, quality systems, ISO 9001:2000, quality auditing, quality costs, metrology, inspection and testing, measurement and analysis of data, corrective and preventive action, and continual improvement approaches.

Who Should Attend: Those new to the QA role that are looking for formal training to learn the practical essentials of QA; and anyone, including managers, engineers, technicians, and inspectors, looking for growth in QA knowledge or promotion within the QA activity.

SUPPLIER QUALITY MANAGEMENT AND IMPROVEMENT ♦ Instructor: John Moorhouse

The course will cover the fundamentals of effective supplier management, including communication processes, measuring and monitoring of suppliers, performance reporting, supplier assessment, corrective action, strategies for sourcing and supply-base improvement, certification, and partnering. Processes conforming to ISO 9001:2000 will be included.

Who Should Attend: Quality and Purchasing Professionals, including Buyers, Engineers, Technicians, Managers, Supervisors, and others who are involved in managing supplier quality and improvement

UNDERSTANDING & IMPLEMENTING ISO 9001:2000 ♦ Instructor: John Moorhouse

This course will walk you through the new ISO 9001:2000 standard, including terms and requirements. The background to the standard, including the eight management principles, will be covered. Discussions and exercises will include changes from the 1994 standard, interpreting the new clauses, and implementing the quality system. **Please Note:** You must have a copy of the new standard for this class. We will have a limited supply available for purchase with advance notice.

Who Should Attend: Managers/Supervisors, ISO Management Reps, Internal Auditors, QA Managers, Quality Engineers, Documentation Coordinators, and anyone interested in learning the new ISO requirements

ABOUT OUR TRAINING STAFF

Lee Anderson has a solid 20-year background in engineering, quality transformation, and management. He has consulted with over 25 independent companies in Total Quality Management, Statistical Process Control, and Team Problem Solving, and has trained and facilitated over 40 improvement teams. In addition, he has helped companies reach ISO 9000 certification, and has completed numerous improvement projects resulting in bottom line cost reduction. Lee serves on the adjunct faculty for Minnesota State University, Mankato and South Central College. He is an ASQ Certified Quality Engineer and a Certified Master Trainer of Total Quality Transformation. He received his MBA from the University of St. Thomas and his BEE from the University of Minnesota's Institute of Technology.

Al Glassel is a Quality Professional with over 30 years in the quality field. Areas of expertise include: auditing, SPC, GD&T, preparation of quality manuals and procedures, quality planning, dimensional inspection, and metrology. Well versed in the following commodities: castings, stampings, extrusions, composites, pultrusions, injection molding, vacuum forming, etc. He is currently training quality personnel for clients, setting up quality systems and presentations. Al is a member of ASQ and holds certifications for CMI, CQT, CCT, and CQA. He has aerospace NDT certifications for Radiography, Penetrant and Ultrasonic.

Mike Mayer is the Quality Assurance Manager for the Malt-O-Meal Company in Northfield, Minnesota. Prior to working for Malt-O-Meal, Mike was the Quality Manager for Land-O-Lakes Dairy Spreads Operations in Kent, Ohio. He holds a BA in Biology from the University of Northern Iowa and has over 22 years experience in the food industry in the quality field. He assisted in the development of the HACCP plans for Malt-O-Meal and Land-O-Lakes. Mike is a Senior Member of the American Society for Quality, and holds certification as a Quality Auditor and as a CQA-HACCP.

John Moorhouse is President of Northstar Quality, Inc., which provides expertise to organizations through training, auditing, and consulting services. He brings 20 years experience in quality assurance systems for manufacturing and processing industries. He has worked as a director of quality, quality manager, quality engineer, buyer, process engineer, and consultant, leading ISO 9001:2000, QS-9000, and ISO/TS-16949 registrations in single and multiple-site facilities, including hands-on use and instruction of quality tools and methodologies. His background covers defense, automotive, electronics, agriculture, medical, food, and consumer products industries. He holds BS degrees in Metallurgical and Chemical Engineering from the University of Minnesota. Mr. Moorhouse is an RAB approved QMS Auditor, and holds ASQ Certified Quality Manager, CQE, and CQA certificates, as well as a Professional Engineer license in metallurgical engineering. He is a senior member of ASQ and is on the Board of Directors for ASQ Hiawatha Section 1214. John also is an officer and teacher for his local church congregation.

Kent Otte provides environmental and safety expertise to organizations through training, auditing, and consulting services. He has 15 years experience in safety and environmental management and compliance programs for manufacturing, agricultural and processing industries. He has worked as an Environmental, Health and Safety Manager for Novartis Corporation, and Senior Environmental, Health and Safety Specialist for Medtronic. Kent has instructed 36-hour Lead Auditor training courses for ISO 14001 and is versed in the implementation of OHSAS 18001, an internationally recognized safety management systems standard. He holds a BS degree in Earth Science from the University of Wisconsin and an MBA degree in Environmental Management from the University of St. Thomas. Kent is a Certified Hazardous Materials Manager and a Professional Soil Scientist.

Lon Stachowiak is Technical Manager and co-owner of Northstar Calibration, Inc. in Owatonna, MN. He has worked in the metrology, gaging, and calibration industry for more than 20 years. Lon's metrology experience includes dimensional, electronic, pressure, force, weigh scales, torque, mechanical, and optical gaging. His background includes metrology and calibration training through his military career. Lon is currently a member of the Army Reserves, having recently completed his second tour of duty in the Iraq operations as part of a combat engineering unit.



We are always looking to expand our Quality Education training schedule. If you have expertise in a particular subject and you would like to present it as one of our course offerings, we would like to hear from you. Please submit a short course outline and your resume to Brian Knutson at South Central College, Customized Training, 1225 3rd Street SW, Faribault, MN 55021. Questions? Please contact Brian at SCC at 507/332-5874 or brian.knutson@southcentral.edu.

QUALITY & PERFORMANCE IMPROVEMENT COURSES

◆ ◆ ◆ REGISTRATION FORM ◆ ◆ ◆

To register, complete this form and mail with payment (checks payable to SCC) 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.

To have your registration confirmed, please include your email address: _____

COURSE ID	COURSE NAME	DATE	COST	LOCATION

Name _____

Social Security Number _____ OR Date Of Birth _____

Street Address _____ City/State/Zip _____

Employer _____

Home Phone _____ Work Phone _____

METHOD OF PAYMENT:

- I qualify for the 10% partner discount:
Membership Organization _____ Membership # _____
- Check Enclosed Made Payable to South Central College
- Bill My Employer ◆ Purchase Order Number _____
Billing Address _____
- Credit Card (Company or Personal) VISA MasterCard Discover Exp Date _____
Card Number _____ Signature _____

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 South Central College – North Mankato Campus
 1920 Lee Boulevard, North Mankato MN 56003
 For directions: southcentral.edu/maps

 Ridgewater College – Hutchinson Campus
 2 Century Avenue SE, Hutchinson MN 55350
 For directions: <http://www.ridgewater.edu/Campus-Maps/index.cfm>



A MEMBER OF THE MINNESOTA STATE COLLEGES
AND UNIVERSITIES SYSTEM

An Affirmative Action
 Equal Opportunity Employer/Educator
 SCC Has ADA Accessible Facilities