Section Mission

The Mission of the Minnesota Section is to enhance the quality of products and services by advancing the use of quality principles, concepts, and technology and by promoting personal and professional development of members and non-members.

Section Vision

The Vision of the Minnesota Section is to be recognized throughout our area and the nation as a Section of unmatched benefit and value to our members, our Society, our places of employment, our communities, and our profession.
UPCOMING EVENTS

SECTION PROGRAM MEETINGS
November 9, 2004
Personal and Professional Development

December 14, 2004
Twin City Software Quality—A Joint Meeting With Twin City Quality Assurance Association. Please see next issue of The BenchmarkQ for complete program information.

January, 11, 2005
Quality Planning/ISO & Baldrige Criteria and Tools

February 8, 2005
Best and Worse Quality Examples

March 8, 2005
Lean Sigma

April 12, 2005
Customer Management/Customer Satisfaction

May 10, 2005
Chair’s Night & Volunteer Recognition

MINNESOTA RELIABILITY CONSORTIUM
Composed of the Twin Cities Reliability Society, IEST and the Reliability Division of ASQ Schedule for 2004/05:

November 16, 2004
January 18, 2005
February 15, 2005
March 15, 2005
April 19, 2005
May 17, 2005

Talks to be determined
Time: 6:00 pm
Location: Hennepin Tech North
Contact: James McLinn at (763) 498-8814 or JMReL2@Aol.com for more details and registration for meetings.

PROFESSIONAL COURSES
October 14 thru November 25, 2004
Certified Quality Auditor (CQA), Exam Prep Course
Time: 6:00 - 9:00 pm, for 7 Thursdays
Place: Century College
Registration: (651) 779-3341
Cost: $745 ASQ or MN Council for Quality members, $795 Non-members

December 2 and 3, 2004
Certified Quality Improvement Associate (CQIA)
Exam Prep Course
Time: 12:00 - 4:00 pm, Thursday, December 2nd 8:00 am - 4:00 pm, Friday, December 3rd
Place: Century College
Registration: (651) 779-3341
Cost: $525 ASQ or MN Council for Quality members, $575 Non-members

January 11 thru March 1, 2005
Certified Quality Manager (CQM), Exam Prep Course
Time: Tuesdays, 6:00 - 9:00 pm Saturdays, 8:30 am - noon
Place: Century College
Registration: (651) 779-3341
Cost: $745 ASQ or MN Council for Quality members, $795 Non-members

CONFERENCES
February 7th and 8th, 2005
Six Sigma Conference
Place: Palm Springs, California
Contact: Contact ASQ at (800) 248-1946 or www.asq.org

MINNESOTA QUALITY CONFERENCE
51ST ANNUAL CONFERENCE SUMMARY

The Minnesota Annual Quality Conference was held October 4th and 5th at the Marriott City Center. The first day started with a Keynote from Greg Weiler, Project Manager of ASQ. He spoke about his recent research on “What CEOs want” and what they really do and think about quality. There were 5 tracks for attendees that covered Quality Systems, Audits, Lean Six Sigma and the State Quality Award winners. About 145 people attended these sessions.

During the day, an exhibit had 10 companies and 12 educational institutions presenting information. Door prizes were given and Larry Eschelman won $100 gift certificate for training at Century College, Jay Maki won free software from H&H Servico. The conference committee also gave away 3 books as a result of the passport process. The winners were Joe Wilson, who won Lean Six Sigma, Linnae Farr, who won Value Stream Mapping, and Rick Vernon, who won Lean Manufacturing.

The second day of the conference had 7 workshops and 125 enthusiastic people attended. They covered Audits, Design of Experiments, Triz, Lean Enterprises, Implementing Effective Corrective and Preventative Action systems, and Effective Project Leadership. The next conference will be in October of 2005. 

by James McLinn
Co-Chair Minnesota Quality Conference

THE BENCHMARK / NOVEMBER 2004

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The Section and its Vice Chairs have continued to be active in trying to satisfy those of you who aren’t geographically close. Two ASQ members from the Duluth area attended our monthly meeting in October and shared an interest in the possibility of an ASQ Section focus for their area. I am encouraged that we might finally be able to provide support for this and the northwestern area of the Section with an active presence for a focus in quality and improvement. There is so much we can share and learn.

We will be considering potential candidates for next year’s Board positions in the next month. I’ve written on occasion encouraging volunteerism for the Society. We have so many members with knowledge of technical quality, quality systems, defining requirements, measuring success, and professional ethics. I hope you might consider becoming involved. If you have interest in getting more involved, please leave your information with the Section office or send me an email indicating your area of interest.

CHAIR’S MESSAGE

APPRECIATION

by Gary Townsend
2004-2005 Section Chair

The Section has two “new” faces supporting our Board. My sincere appreciation is given to Ken Hylbak. Ken is a former board member, Chair, and Director who volunteered to compliment our Board of Directors this year. We are at the stage of “looking ahead” to the needs and long range planning for future of the Section. Mike Fedock, former Vice-Chair of Membership and Administration committee, was unable to continue due to extremely heavy commitments at his workplace. I look forward to Mike being able to come back in the future, as he brings a lot of open thinking to the table.

“We have so many members with knowledge of technical quality, quality systems… I hope you might consider becoming involved.”

My sincere appreciation is given to Linda Gaetke for picking up Vice-Chair of Member Services and Administration duties. The volunteers who support the Section bless us. Linda was a former Section board member involved in the Connecticut area. Her experience with ASQ fits the needed transition well. I am excited about Linda’s involvement with the Board. She brings knowledge, experience and an excitement for what can be done to the table. Thank you, Linda.

Some local news to share... The Annual Quality Conference held in October was a success due to the conviction of the Annual Conference committee. Thanks to Jim McLinn for pulling the 51st Annual Conference together. The Conference committee members will be recognized in an upcoming summary from the Conference Chair. My hat is off to you all, I’ve already received comments by attendees that the Conference was well put together, had excellent content and presentations, and provided a good venue for viewing exhibits.

There has been interest in checking out our first copy of the Library CD for viewing. We’ll be interested to know how you find this useful as a medium and valuable from the content of the presentation.
NOVEMBER 9, 2004

LOCATION:
Best Western Kelly Inn
2705 Annapolis Lane
Plymouth, MN 55441
(763) 553-9000

COST:
$20.00 ASQ Members
$25.00 Non-members
$5.00 Students with Full-time Student ID
Please make checks payable to Minnesota ASQ prior to registering.

TIME:
5:00 pm: Registration and Networking
6:00 pm: Pre-dinner Presentation
7:00 pm: Dinner
8:00 pm: After-Dinner Presentation

DINNER MENU:
Roast Turkey, Stuffing, Potatoes,
Seasonal Vegetables, Cranberry Sauce
Ice Cream

FOR DRIVING DIRECTIONS
AND MAP SEE PAGE 5

CALL THE SECTION OFFICE AT (651) 779-9820
NO LATER THAN 5:00, THURSDAY November 4th, with the names of members and guests wishing to join us for dinner (spell the names). Include your company name and membership status when calling in your reservation. Specify special dietary needs. If you have made a dinner reservation and cannot attend, you must cancel your reservation by 5:00, THURSDAY November 4th, or you will be invoiced for the dinner fees.

NOVEMBER SECTION MEETING
PERSONAL AND PROFESSIONAL DEVELOPMENT

PREDINNER PRESENTATION
FIVE RESUME MISTAKES THAT CAN KILL YOUR CAREER
PRESENTED BY KEVIN DONLIN, GUARANTEED RESUMES

Your resume is usually your first introduction to a potential employer. It can open the door to a new opportunity or it can slam it shut before you have even had a chance to meet any one face to face. What does your resume look like? Does it solicit curiosity and interest or does it look and sound like a hundred other resumes? Worse yet, does it turn off the reader because of mistakes that you may not know you have made.

Kevin Donlin has owned and operated Guaranteed Resumes since 1995. He has over 15 years of experience providing resumes, cover letters, and on-line job-search assistance to clients on five continents.

He has been interviewed by WCCO Radio, WLTE Radio and KMSP TV, among other communication media. His articles have appeared in the Wall Street Journal’s National Business Employment Weekly, Minneapolis Star Tribune, Twin Cities Employment Weekly and others. He can be reached through his Web site at www.gresumes.com.

AFTER-DINNER PRESENTATION
PANEL DISCUSSION: GETTING STARTED AS AN INDEPENDENT OR CONTRACT QUALITY PROFESSIONAL

The panel will consist of representatives of contract, consulting, and business owning individuals who are willing to share their experiences, tips for success, dos and don’ts, and other information on being an independent Quality Professional. Formal questions will be presented to the panel as well as inquiries from the audience. The panel will give the audience a chance to look at the possibilities of starting one’s own business capitalizing on your own unique quality related skills and experience.

Panel Members are:
• Gale E. Van Buskirk
  President of RegTech Ltd., a consulting firm for medical device and pharmaceutical manufacturing;
• James A. McLinn
  Consultant with Rel-Tech, past adjunct instructor for George Washington University;
• Jacqueline Miller
  Author, CEO/Chair of the Board of HRD a collaborative of consulting firms and President of her own consulting firm;
• Neil Stiemert
  President of Independent Quality Consultants, Inc.;
• A representative from QC Inspection
  QC Inspection, Engineering, Training and Consulting company that also provides temporary to permanent professionals in the area of quality and manufacturing for short or long term projects.
NOVEMBER SECTION MEETING
NOVEMBER 9, 2004

MAP AND DIRECTIONS
From West Highway 55: Turn right at the intersection with Northwest Boulevard. Take the next right and proceed to the T intersection. Turn right and proceed to the Kelly Inn.

From East Highway 55: Turn left at the intersection with Northwest Boulevard. Take the next right and proceed to the T intersection. Turn right and proceed to the Kelly Inn.

ASQ CONTACTS

MN SECTION
P.O. Box 9370
North Saint Paul, MN 55109
Phone: (651) 779-9820
Fax: (651) 779-0244
www.mnasq.org
mnasq@aol.com

NATIONAL ASQ
P.O. Box 3005
Milwaukee, WI 53201-3005
(800) 248-1946
www.asq.org
help@asq.org

ADVANCEMENT CHAIR
Charles R. Carter
6400 Barrie Rd. Apt. 1301
Edina, MN 55435-2319
Home phone: (952) 927-6003
c2468@aol.com

RECERTIFICATION CHAIR
Leslie J. Gagner
1218 Ashley Lane
Mahtomedi, MN 55115
gagnerfamily@comcast.net
Note: Do not send certified mail

AQS Management Systems, Inc.
1989–2004
www.aqspalformance.com

Performance Improvement Solutions

December Classes in Minneapolis/St. Paul

ISO 9001:2000 36-hour Lead Auditor
December 6-10 $1595

ISO 9001:2000 3-day Internal Auditor
December 8-10 $995

ISO 14001 36-hour Certified Lead Auditor
December 6-10 $1595

ISO 14001 3-day Internal Auditor
December 8-10 $995

AQS has been helping companies implement a variety of management systems since 1989.

Onsite Classes available for presentation at your facility

Do you have a group of people to train? We also offer a large selection of courses that are available for presentation at your facility.

• Executive Overviews – Executive Overviews are available in 2-hour, 3-hour, 4-hour and 6-hour formats.
• ISO Documentation – Learn the real reasons to document and techniques that add value rather than adding pages to the end result.
• Process Mapping Basics – This one-day presentation focuses on requirements for use and how these can be successfully achieved.
• Rethinking Documentation – This one-day training program focuses on knowing when to document, how much to document and the selection of alternatives while maintaining ISO registration.

For more information or for additional offerings...Call 1-800-633-2588 or email: ben@aqspalformance.com

THE BENCHMARK / NOVEMBER 2004 5
**SPECIAL OPPORTUNITY**

TO RECOGNIZE AN ASQ MEMBER

Annually the Minnesota Section has the opportunity to recognize a member(s) as a “YOUNG ENGINEER OF THE YEAR” and/or a “YOUNG SCIENCE & TECHNOLOGY PROFESSIONAL OF THE YEAR”. It is time to identify potential candidates for this recognition:

**Basic requirements for selection include:**
- Full Member of Minnesota ASQ
- 35 years or younger as of February 25, 2005.
- Have a technical degree: For Young Engineer – equal to or exceeding a Bachelors degree from an ABET accredited school. For Young Science & Technology Professional - equal to or exceeding a Bachelors degree in physical science.

**Some considerations for candidate to be nominated:**
- Participation in Section Activities.
- Accomplishments in their engineering, science or technology discipline.
- Participation/achievements in areas such as: civic, education, patents, publications, and/or research.

**Process:**
- Any full member can nominate one (or more) member meeting the basic requirements in one or both of the above categories. Nominations are due by December 1, 2004.
- All nominees will be considered at the Executive Board Meeting in December.
- The Executive Board will select a Minnesota ASQ Young Engineer of the Year and a Minnesota ASQ Young Science and Technology Professional of Year from list of qualified nominees. (One person for each award)
- ASQ’s Young Engineer of the Year and Young Science and Technology Professional of the Year will be recognized at a Banquet in February 2005 along with other persons recognized by Minnesota Federation of Engineering, Science and Technology Societies (MFESTS) member organizations.

Please submit the name of your candidate(s), including a short biographic sketch, to Dick Alberg by December 1, 2004. Call (952) 895-8090 for additional information or email dalbergasq@earthlink.net.

**Another Opportunity:** Become Minnesota ASQ’s Representative to MFESTS. Provide a communication link between MFESTS and MN ASQ by attending a few meetings per year. Contact Dick Alberg for additional information.

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**NEW CD NOW AVAILABLE!**

The MN Section announces its first CD production! This CD relates the FDA perspective of the Corrective and Preventive Action (CAPA) program of a medical device company. It was produced from the presentation by Tim Phillips, Compliance Officer with the Minneapolis District Office of the FDA, given at the 2003 Minnesota Quality Conference. Such topics as recalls, corrections and removals, the FDA recall inspection process, and notification reports to the FDA are included in this easy-to-follow, informative CD. If you missed this presentation at last year’s conference or want to see it again, contact the Section Office at (651) 779-9820 or send an email to mnasq.org and request a copy.

At this time, we are offering to view the CD at NO COST. However, we are requesting a deposit of $25.00 (check or money order, payable to Minnesota ASQ) that is completely refunded when the CD is returned to the Section Office.

WATCH FOR MORE CDs in the future! Please let us know how you liked this CD and whether you would like to have more CDs available!
REFRESHER CLASSES
GENERAL INFORMATION

Content: Exam refreshers are review courses and not intended to be first time learning the basics. The student should have sufficient background in the certification area to efficiently answer 40-60 percent of the questions BEFORE the review. Exam refreshers provide exam advice, review some of the more difficult topics, and provide an opportunity to network with other exam takers.

Class Size: Each class will be limited to 40 registrants on a first-come, first-serve basis. If you register after a class is full, your name will be put on a waiting list.

Class Materials: You will receive your class materials when you attend the class. No materials will be mailed to anyone.

Class Format: The format for all refresher classes is structured using the Indiana Quality Primer and Solution text or materials from National ASQ.

Registration Cancellation: Registrations cannot be accepted after the deadline. Cancellations for a full refund must be received by 5:00 pm on the deadline date. Cancellations received after that date are subject to a $60.00 cancellation charge.

Class Registration: Registration can be made by mail. Send registration form (on right) and check to: Minnesota Section ASQ P.O. Box 9370 North Saint Paul, MN 55109 Credit card registration by fax: (651) 779-0244 on-line www.mnasq.org or email mnasq@aol.com.

Refresher Class Questions: Call the Section office at (651) 779-9820 or email mnasq@aol.com.

REGISTRATION FORM
MN ASQ EDUCATION PROGRAM
(please print)

NAME: ___________________________________________
COMPANY: ________________________________________
ADDRESS: ________________________________________
CITY / STATE / ZIP: __________________________________
DAYTIME PHONE: __________________________________
FAX: _____________________________________________
EMAIL: ___________________________________________

REFRESHER CLASSES:
❑ CQA  ❑ CQE  ❑ CRE  ❑ CQT  ❑ CMI  ❑ QM
❑ CCT  ❑ CSQA  ❑ CSQE  ❑ QUALITY BASICS
❑ CQA-BIOMEDICAL  ❑ SERVICE

PAYMENT OPTION (please check one)
❑ CHECK (payable to Minnesota Section ASQ)
❑ AMERICAN EXPRESS  ❑ MASTERCARD  ❑ VISA

CARD NUMBER: ____________________________________
EXP. DATE: _______________________________________
CARDHOLDER’S NAME (PRINT): _______________________
CARDHOLDER’S SIGNATURE: ________________________
BILLING ADDRESS / ZIP: ____________________________

If you would like to contribute to The BenchmarQ, contact the Minnesota ASQ office at mnasq@aol.com
THE DECEMBER ISSUE DEADLINE IS NOVEMBER 15, 2004
MN ASQ EDUCATION PROGRAM

REFRESHER CLASSES
2004/2005 UPDATE

All classes will meet at Guidant, 4201 Lexington Ave. N, Arden Hills, MN. Prices listed are for MN ASQ Section members.

CCT
5 sessions; $180
Start: November 1, 2004
End: November 29, 2004
Register by October 25, 2004

CQA
4 sessions; $150
Start: Thursday, November 4, 2004; 6-9 pm
End: December 2, 2004
Register by October 28, 2004
Instructed by Sue Link

CQIA
4 sessions; $150
Start: Thursday, November 4, 2004; 6-9 pm
End: December 2, 2004
Register by October 28, 2004
Instructed by Sue Link

CRE
6 sessions; $200
Start: Week of January 19-23
End: Week of February 23-27
Register by January 12, 2005

CQA-Biomedical
4 sessions; $150
Start: Week of February 1-5
End: Week of February 23-27
Register by January 26, 2005

CSQE
8 sessions; $300
Start: Week of March 1-5
End: Week of April 19-23
Register by February 25, 2005

Service/Transactual Quality
8 sessions; $300
Start: Late February or March

Tentative schedule for winter classes:

CQMgr
8 sessions; $350
Start: Week of January 12-16
End: Week of March 1-5
Register by January 5, 2005

Quality Basics
10 sessions; $350
Start: Monday, March 7, 2005
End: May 9, 2005
Register by March 1, 2005

CQA-HACCP scheduled on demand. Six Sigma Black Belt training offered by The University of St. Thomas.

CERTIFICATION EXAM DATES

EXAM:
CMI, CQT, CRE, QM,
CQA - HACCP, CQA - BIOMEDICAL,
SIX SIGMA BLACK BELT

APPLICATION DUE
TO NATIONAL:
1/7/2005 for 3/5/2005 exam

EXAM:
CCT, CQA, CQE, CQIA, CSQE

APPLICATION DUE
TO NATIONAL:

Certified Mechanical Inspector (CMI),
Certified Quality Technician (CQT),
Certified Reliability Engineer (CRE),
Certified Quality Manager (QM),
Certified Calibration Technician (CCT),
Certified Quality Auditor (CQA),
Certified Quality Engineer (CQE),
Certified Quality Improvement Associate (CQIA),
Certified Quality Software Engineer (CSQE),

Exam Registration: Contact ASQ at (800) 248-1946 or www.asq.org for the exam application and information brochure. Review the examination brochure before enrolling in a refresher class. Tentative Exam Location: O’Shaughnessy Education Center, University of St. Thomas, 2115 Summit Ave., St. Paul, MN. The building location listed is tentative. If you are taking a certification exam and have not received a seating letter two weeks prior to the exam, contact ASQ at (800) 248-1946 for the time and exact building location.

Tech Talent That Gets the Job Done

When you need exactly the right technical talent to get the job done, call the technical staffing experts at National Engineering Resources. For more than 13 years, we’ve provided growing tech companies with highly qualified candidates for short-term assignments or long-term employment. You provide the challenge. We provide the talent.

Because we’re engineering and technology specialists, we understand the job requirements of advanced engineering manufacturers. We know how to recruit top candidates and make better placements. That’s why we’re the technology staffing choice among the nation’s leading manufacturers and service providers.

National Engineering Resources
Technical Talent for Growing Technology Companies

Eric Egler
763.561.8322
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IC, FPGA, VHDL
Power & Lighting

Software Engineering
C++, Realtime, Embedded
Verification & Validation
QA and Test
Integration

Control Systems
Distributed Controls (DCS)
Programmable Logic (PLC)
HMI and SCADA
Instrumentation & Control

Quality and Inspection
Quality Engineers
Quality Assurance Engineers
QA/QC Inspectors & Technicians
Receiving Inspectors
Process and Manufacturing Engineers
ISO, Six Sigma, SPC, DOE, MIL
PMEA, ASQ, CQE, Validation
A group of ASQ Minnesota Section members toured the Memorial Blood Center. After the tour, Dr. Jed Gorlin, medical director of the center, gave a presentation on Statistical Process Control in Blood Banking. Memorial Blood Center is one of the two blood banks operating in Twin Cities area, supplying blood products to 36 area hospitals. Over 100,000 donations are collected through the center each year. At least 13 tests are performed on every donation, to prevent spreading infectious diseases. The tests are highly regulated by FDA.

Dr. Gorlin’s presentation gave insights on how statistical process control techniques are used in this highly regulated area. The tests are generally designed with excessive “sensitivity” over “specificity”, to insure the quality of the blood. From statistical viewpoint, it’s a typical practice of reducing the consumer’s risk at the cost manufacturer’s. As part of the consequence of this regulated practice, some legitimate donors were turned away and some valuable donations were thrown away. Dr. Gorlin gave a live example of how statistical control techniques were used to make an impact in this highly regulated world. In one incidence, an out of control chart was used to convince FDA to diverge from its rigid position and to allow legitimate donors to come back.

The tour is very educational. Visitors get to learn how seriously the valuable donations were handled to protect the health of both the donors and the recipients, therefore raise the appreciation to the contribution made by both donors and the blood center.
SEPTEMBER MEETING HIGHLIGHTS

AFTER-DINNER PRESENTATION
BY DIONNE PEART HAYES

Mrs. Dionne Peart Hayes’ speech on Product Liability was focused on four segments: product liability theories of recovery, defenses, avoidance strategies, and documentation retention issues.

On product liability theories, she touched on issues of negligence, strict liability, and breach of warranty. On negligence, she stated that both the manufacturer and the defendant should adhere to the Reasonable Care Standard. It is the manufacturer’s duty to exercise reasonable care in designing, testing, and packaging a product so that it would not be risky or harmful and not misused by the end user. When necessary, Mrs. Hayes said that manufacturers should use warnings or instructions on some of their products to address issues of reasonable care. If the manufacturer knew or should have known of the dangers in using the product and did not provide adequate warning, the manufacturer would be liable. A defendant's conduct is evaluated under reasonable care under the circumstances and doing or failing to do what a reasonable person would do under the circumstances.

Mrs. Hayes emphasized that the Plaintiff has the Burden of Proof if Strict Liability is to apply. Strict Liability would apply if the product was in defective condition and not safe for its intended use; the defect existed when the product left the manufacturer’s control; or if the defect was the proximate cause of the injury and reasonable care was not a factor.

The Plaintiff must prove three elements to justify breach of warranty. First, it must be proven that a warranty or promise existed. Second, the Plaintiff must prove the warranty was breached. Third, the Plaintiff has to prove that the breached warranty caused the injury or harm.

On Product Liability Defenses, Mrs. Hayes touches on Misuse or Alteration (the product was not in a defective condition when it left the manufacturer), Open and Obvious Hazard (the danger of using the product was so obvious and open that the plaintiff should have known about the danger), Assumption of the Risk (user voluntarily entered a situation where the risk was obvious), and State of the Art (the product conformed to the state of the art in the industry at the time it was made).

Mrs. Hayes outlined some key strategies to apply to avoid product liability problems. Always keep theories of liability in mind when designing or manufacturing a product. Include warnings in the design process or use design failure mode effect analysis, DFMEA. Have a product Safety Committee. Conduct Design Reviews and encourage communication across the board. 63120133

On documentation, Mrs. Hayes emphasized the importance of documenting every product safety concerns, having a corporate record retention policy and enforcing it, and managing the use of emails.

Finally, Mrs. Hayes commented that non-lawyers should be concerned about the impact of Product Liability because of huge legal fees if sued stockholder concerns, profitability and productivity of the company. September Meeting Highlights continued on page 11 ->

SECTION MEMBERS Did you find your membership number in this issue? If so, call the Section Office at (651) 779-9820 by the end of this issue month to receive a $30.00 gift certificate. Three winning numbers are hidden in each issue.
**QUALITY PROFESSIONALS**

Opportunities available for CMM Programmer/Operators; Quality Engineers/Managers; Mechanical, Visual, Electronic Inspector/Technicians; Containment Sort/Source Inspection Personnel; Quality, Calibration, Metrology and Lab Technicians; ISO/Quality Coordinators; Regulatory Affairs; Director and Corporate Quality level positions; and more! The following hiring methods are available to you: Direct-Hire, Option-To-Hire, Long-Term Contract and Short-Term Temporary placements or assignments.

If you are interested, please consider QC as an excellent option for you by forwarding your resume credentials to: QC Inspection Services, Inc. – Staffing Services Division at: 11975 Portland Avenue South, Suite #102, Burnsville, MN 55337

Phone: (952) 895-1150 / (800) 959-0632

Fax: (952) 895-1152

e-mail: info@qcinspect.com or apply online at [www.qcinspect.com](http://www.qcinspect.com)

**IT QUALITY LEADER**

Position Description:

Responsible for leading IT process improvement initiatives. Work across the organization coaching, guiding, and managing projects while driving change in strategic areas. Manage various complex initiatives and oversee the work of other process improvement (project) team members.

Deliverables:

- Identify, document, and baseline core organizational processes, establish metrics, control plans, and reporting mechanisms.
- Lead and manage cross-functional teams to identify, prioritize, plan, and implement process improvement opportunities consistent with customer, employee, and shareholder needs and expectations.
- Coach, mentor, and train teams on appropriate quality tools and methodology usage.
- Apply best practices for introducing, driving, and sustaining major quality and change initiatives.

This position will be expected to demonstrate performance in a manner consistent with Client Core Values including:

- Know our business; be entrepreneurial; work as a team; provide excellent customer service; be passionate and enthusiastic; know our technology; communicate, communicate, communicate; respect people; be accountable for your actions; and have a strong work ethic and a balanced life.

Knowledge, Skills, Experience Required:

- Expert in process development and has implemented cross-functional processes utilizing one or more proven process development methodologies (Six Sigma, Rummler Brache, or equivalent methodology).
- Demonstrated experience in establishing and utilizing measurements, processes, statistical analysis, and metrics to manage support activities.
- Experience prioritizing, coordinating, and delivering process, organizational, and technology change.
- Strong project leadership skills with demonstrated program management experience.
- Over ten years of experience in information technology, with a minimum of five years managing or leading quality projects.
- Excellent leadership, facilitation, and communication skills with the ability to coordinate, energize, and motivate resources.
- Extensive background in training and developing quality skills of senior leaders, subject matter experts, team leaders and team members.
- Designed and implemented a quality program strategy, infrastructure, framework, roles, and responsibilities.

Les Engel, founder of Engel Metallurgical, provided an excellent overview of several failure analyses performed by his laboratory. He noted the four principle reasons for conducting a product or equipment failure analyses are to improve performance, correct unacceptable deficiencies, defend a failure in legal litigation, or support a plaintiff’s injury or loss claim.

Once a failure mode(s) is determined it is critical that the root cause(s) of the failure be determined. Of critical importance to the success of a failure analysis is to preserve the failed components, and to collect and document information regarding the failure. The examples cited included the use of sophisticated laboratory instrumentation but also emphasized that the visual observations of a trained, experienced failure analyst is also an important element of determining the mode and root cause of a failure. The examples included in his presentation provided the attendees with an excellent overview of how failure analysis can be an important tool for a quality professional.
Education Required:
Bachelor’s degree in Computer Science or related field, Six Sigma, ITIL, TQM, or PMI certification.

Contact info: Michelle Harma at Dahl Consulting; mharma@dahlconsulting or call (651) 256-7426

COMPLIANCE ANALYST
COMSYS is supporting a client searching for a Consultant to serve as a Compliance Analyst. The work would begin right away, would last 6-12 months, and the work location would be St. Louis, Missouri or Bloomington, Minnesota.

Primary Technical Skills:
• College degree in Information Systems or equivalent work experience
• 2-3 years experience in application development or operations activities
• Understanding of software development methodology
• Understanding of IT operations

General Skills (Soft Skills):
• Strong verbal and written communication skills. Must be able to communicate with all levels within the organization.
• Ability to mentor and train
• Ability to document processes

General Responsibilities:
• Perform compliance reviews of IS projects and other significant process related activities, (the compliance reviews see if the defined F/W processes and deliverables are being performed and used as documented).
• Document the results of compliance reviews
• Track non-compliance issues to resolution
• Escalate non-compliance issues that will not be resolved to senior management
• Report results of the compliance reviews
• Perform as an instructor to IS staff for high volume training on F/W processes
• Recommend process improvements
• This is a combined role of compliance, training, and mentoring the organization on process.
• Work with project managers and other key users of standard IS processes to schedule and perform process compliant reviews
• Perform special projects as assigned

If you are interested, or know of anyone who may have an interest, in discussing this further, please contact me. Please visit www.comsys.com to review this and other COMSYS opportunities.

PRINCIPAL RELIABILITY ENGINEER
This position supports the fast-growing Medtronic Gastroenterology and Urology business located in Shoreview, MN. For
more detailed information and to apply, visit
www.medtronic.com and choose requisition
#38951.

QUALITY ENGINEER
This position is accountable for providing
Quality Assurance support for the
manufacture, purchase, and assembly of
electronic products. The Quality Engineer is
responsible for the definition, implementation,
and improvement of quality-related practices
and procedures in support of Service
Solutions/Owatonna goals and objectives.
This position provides technical guidance
for process control and measurement
systems, in addition to problem solving
facilitation.
Top Responsibilities:
• Quality engineering support for production,
design, and project management. Develop
Inspection and test requirements; facilitate
FMEAs; oversee discrepant material
control; and assist with the creation and
implementation of control plans.
• Support new product introductions by
applying Advanced Product Quality
Planning requirements. Define requirements
and assist the organization with the PPAP
requests and submissions.
• Work with electronics suppliers to resolve
issues and improve process yields and
capabilities.
• Coordinate, facilitate, conduct and
document problem-solving efforts related
to product and process quality.
• Analyze data and issue associated reports.
Identify improvement opportunities and
drive corrective action when necessary

Job Specifications:
• 4 year related Engineering degree
(Electronics or Electrical Engineering
Technology.)
• Minimum of 2 years Production
Quality Assurance Engineering experience
including control plans, control
charts FMEA, discrepant material
control, inspection requirements,
and gauge R&R
• Strong interaction and communication
skills
• Strong problem solving skills
• Good organization/prioritization and
project management skills
• PC Skills: Word, Power Point, Excel,
Access
Preferred:
• Knowledge of Electronic components
• Certified Quality Engineer
• Knowledge of product development
processes and preventive QE techniques
(FMEA, Control Plans, flow diagrams,
PPAP, QFD, DFM, DFA, SPC, metrology
and gage R&R, GD&T).

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SUPPLIER QUALITY ENGINEER

This position is accountable for implementing the supplier quality assurance program to continually improve supplier quality, cost, and delivery performance within Service Solutions. This position develops supply-base capabilities, resolves product problems, and provides technical interface between SPX and the supplier.

Principle Responsibilities:
- Support implementation of supplier quality management strategies.
- Resolve problems to improve supplier process capability.
- Support new product introductions by applying Advanced Product Quality Planning requirements. Define requirements and perform Production Part Approvals.
- Manage electronics suppliers to resolve issues and improve process yields and capabilities.
- Oversee and improve new product qualification and receiving inspection methodologies.
- Monitor measures of supplier performance and drive appropriate action.

Job Specifications:
- Minimum 3-5 years engineering experience in a production and/or supplier quality-engineering role.
- BS degree in engineering or engineering technology.
- Mechanical and electronics background.
- Good communication, presentation, planning and organizational skills.
- Experience in leading supplier audits to ISO 9000 quality systems or equivalent.
- Good problem solving skills.
- Knowledge of statistics, sampling techniques, and process capability.

Preferred:
- ASQ Certified Quality Engineer (CQE) or Auditor (CQA).
- Knowledge of product development processes and preventive QE techniques (FMEA, Control Plans, flow diagrams, PPAP, QFD, DFM, DFA, SPC, metrology and gage R&R, GD&T).
- Experience with suppliers located in China, Taiwan or Japan.
- Knowledge of Electronic components.

QUALITY TECHNICIAN

Central Container has an opening for an experienced quality technician on 2nd Shift. Four ten-hour days: (Mon-Thurs) 2:30 pm - 1:00 am Two years quality experience and good communication skills required.

Apply in person at: 3901 85th Avenue, Brooklyn Park; Fax: (763) 425-7917 or
email your resume to afarver@centralcontainer.com

Contact: Arlene S. Farver, Director of Office Operations/HR, Central Container Corporation; Phone: (763) 425-7444; Fax: (763) 425-7917; email: afarver@centralcontainer.com

QUALITY ENGINEER II
Electronics Contract Manufacturing
Required: Four year Technical Degree, or equivalent experience. Two years experience in quality/manufacturing/process engineering. Prefer experience with circuit card assembly. ASQ Certification desired and Six Sigma Black Belt Certification helpful.

Contact: HR Generalist Dawn Gregoire at hrm@microdynamics.com. For more information, visit www.microdynamics.com

PRODUCT DEVELOPMENT QUALITY ENGINEER
The Product Development Quality Engineer function is located in the Minneapolis office. You will be responsible for providing product and process support, such as, designing and conducting verification and validation activities, performing risk assessments and developing Design History Files, as well as optimizing manufacturing and quality processes. You will report directly to the Vice President of Manufacturing, and as part of the Quality team, work closely together with the Engineering and Regulatory departments.

The ideal candidate will have an undergraduate degree in science or engineering with at least 3 years of experience in the medical device industry. Required skills include a thorough knowledge of the ISO 13485 standard, FDA Quality Systems Regulations (QSR), and validation principles. A sound understanding of statistics is also necessary. Excellent technical writing, attention to detail, communication and teamwork skills are a must.

To apply, please contact: Mr. Marc Herregraven at: (612) 378-1180 ext. 204; or send your resume to: Attn. Marc Herregraven, Uroplasty, Inc.; 2718 Summer Street NE; Minneapolis, MN 55413-2820; email: marc.herregraven@uroplasty.com
For more company information, please visit our website at www.uroplasty.com

QUALITY ENGINEER/TECHNICIAN
Tol-O-Matic, Inc. a manufacturer of components for robotics and automation has a current opening for an ambitious, hands-on Quality Engineer/Technician in its Quality Assurance Department. This position will support our ISO 9001 certified quality system by administering the corrective and preventative action, supplier quality, and internal auditing programs.

Qualifications include a bachelor's degree in engineering (desired but not required); at least two years of quality assurance system experience working in an ISO 9000 environment; knowledge of quality assurance concepts and practical statistical methods; and excellent problem solving and communications skills.

Please send resume and salary requirements to: Human Resources Department, TOL-O-MATIC, INC.; 3800 County Road 116, Hamel, MN 55340; Personnel@tolomatic.com

QUALITY TECHNICIAN
Meier Tool & Engineering Inc., manufacturer of precision metal stampings, seeks a Quality Technician. This position will interface with internal personnel, customers and suppliers. The candidate must have excellent written and verbal communication skills. Responsibilities include: Perform accurate inspection of components ranging from prototypes though post-production. Ability to perform 1st article analysis, receiving inspection, internal ISO auditing, PPAP, gage calibration and sampling plans for small precision parts. The ideal candidate will have 2-5 years experience and is an ASQ Certified Mechanical Inspector. Experience in Vision System programming (Voyager Software) or CMM programming, SPC, CAD, metal stamping, plating, treat processes is a plus.

Submit your resume or apply at: Meier Tool & Engineering, Inc.; 875 Lund Blvd.; Anoka, MN 55303; Phone: (763) 427-6275; Fax: (763) 427-9242; email: careers@meiertool.com. Check us out on the web at: www.meiertool.com

QUALITY MANAGER
Candidate must have a working knowledge of quality disciplines including ISO/Q and TS16949 standards. Experience with automotive processes and procedures including APQP, FMEA, PPAP, control plans and process flow is desired. A minimum of 3-5 years of quality management experience is required.

Send resume to: HR@PlasticProductsCo.com or mail to Plastics Products Co., Inc., Human Resources; 30355 Akerson St.; Lindstrom, MN 55045

QUALITY ENGINEER
Medical Device Industry Mentor Corp. develops implanted devices, equipment & disposable supplies for healthcare providers & patients in 60+ countries. We are seeking a Quality Eng to join our MN Q.E. team. Duties include:
• Assess, develop, and refine inspection and test methods

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• I.D. and reduce variation in mfg and inspection
• Investigate and resolve raw material and product issues
• Qualifications include:
  • BS in science or eng
  • 2-5 yrs exp including sampling, DOE, process analysis/capability, and validation
  • Statistics proficiency
  • Proven foundation in principles of six-sigma, TQM, cont improvement, or similar programs

COE preferred, as is experience in auditing & geometric design & tolerance. Medical device experience a plus but not required.

Submit your resume to:
Mentor Corporation; 1601 W. River Rd. North; Minneapolis, MN 55411;
Fax: (612) 287-4180, email: sbranden@mentorcorp.com, or online: www.mentorcorp.com

SENIOR QUALITY ENGINEER
The successful candidate will have 2-5 years experience in manufacturing, preferably plastic molding. A bachelor’s degree in mechanical or manufacturing engineering, familiarity with ISO 9001:2000 standard and experience in the application of statistical quality tools is also necessary.

Responsibilities include:
• Resolve piece part deficiencies or non-conformances.
• Work with Technical Operations, Development, and Purchasing to select the best supplier for each piece part.
• Interact with suppliers regarding specifications and quality issues.
• Audit new supplier’s quality systems.
• Work with suppliers to improve their quality systems.
• Actively seek and recommend changes that increase quality and speed.

Training employees in the statistical process control system and supervising the quality assurance program in our manufacturing operations.

This is a full-time position located in the eastern twin cities. Please contact:
Doug Koch, Northland Employment Service Inc., Sr. Engineering Recruiter;
www.jobsmn.com; email: dkoch@jobsmn.com;
Phone: (952) 345-7119; Fax: (952) 595-9878

SENIOR SUPPLIER QUALITY ENGINEER
Beckman Coulter, Inc. is a provider of instrument systems and complementary products that simplify and automate laboratory processes. From integrated laboratory automation solutions to centrifuges and blood analyzers to diagnostic rapid-test kits, the company’s products are used throughout the world in all phases of the battle against disease

Responsibilities include:
• Resolve piece part deficiencies or non-conformances.
• Work with Technical Operations, Development, and Purchasing to select the best supplier for each piece part.
• Interact with suppliers regarding specifications and quality issues.
• Audit new supplier’s quality systems.
• Work with suppliers to improve their quality systems.
• Actively seek and recommend changes that increase quality and speed.

Requirements:
• BS in Mechanical Engineering and 7 years experience or MS and 5 yrs experience
• Quality System experience is preferred
• Knowledge of ISO requirements
• Experience working with suppliers
• Ability to travel up to 25%

To be considered, apply online at www.beckman.com for Job #2519.

This service is offered at no charge to all companies and ASQ members. Members may submit their resumes to the Section Office where they will be kept on file for 6 months. They will be sent a list of job openings on file and their names will be submitted to companies who are seeking applications. Companies may submit job openings that will be kept on file and published one month in The BenchmarQ if received in time for publication. They will also receive a list of members whose resumes are on file. Please send job openings electronically to the Section Office (in text only format) at mnasq@aol.com. We do not recommend applicants or offer job counseling.
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