



# Iowa Quality Newsletter



A joint publication of ASQ Section 1303, 1308, and the Iowa Quality Center

Volume 3, Issue 3

March 2005

Spring Conference 2005

## Cedar Rapids - April 14, 2005 Clarion Hotel & Convention Center Sponsored by ASQ Section 1303 & The Iowa Quality Center

Keynote Speaker - J. Jay Marino

J. Jay Marino serves as the Assistant Superintendent for Instruction & School Improvement in the Rock Island School District in Rock Island, Illinois. He is an ASQ Koalaty Kid trainer and serves as a consultant for curriculum, instruction, school improvement, continuous improvement processes and tools and organizational effectiveness. Marino received his Bachelor's Degree in Elementary Education from the University of Northern Iowa and his Masters Degree in Educational Administration from Arizona State University. He is currently working on his Educational Specialist degree and superintendent certification at Western Illinois University. He has served as an elementary and middle school classroom teacher, elementary school administrator, Special Education Coordinator, Director of Technology and Director of Instruction and Technology. Mr. Marino has presented at local, state and national quality conferences. Recently, he served as the lead editor for a book written by Rock Island teachers and published by ASQ titled "Quality Across the Curriculum; Integrating Quality Tools and PDSA with Standards." He currently lives in Rock Island with his wife, Laura and his children Jessica and Joey.



### Keynote Address

#### Quality Tools for Change & Continuous Improvement

The Rock Island School District has undergone much change over the past 5 years. With the help of quality tools, continuous improvement processes and the deployment of the Baldrige Criteria for Performance Excellence, Rock Island School District is working toward its vision of "Excellence Every Day". This multimedia presentation will provide an overview of the change process in Rock Island and will incorporate Micheal Fullan's "8 basic lessons" on change and improvement. Participants will learn how all stakeholder groups in the Rock Island School District utilize quality tools and the Plan, Do, Study & Act cycle to continuously improve the organization.

### A Day With Jay

In addition to the keynote address, Mr. Marino will be presenting the following breakout sessions. The presenters for all three sessions will be Jay Maroni, Cindy Arkebauer & Carol Schoening

Cindy and Carol are both ASQ National Trainers for Koalaty Kid and Koalaty Keys Improvement Processes. They have assisted in several training sessions for the Rock Island School District helping the district move forward with continuous improvement. In addition, they have presented for various programs at the building, district and community levels. Both were presenters at the NQEC in Chicago this past October.

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## 2005 ASQ/IQC Ship Builders' Spring Conference 2005 Schedule

**April 14, 2005 at the Clarion Hotel and Convention Center Cedar Rapids, IA.**

**Theme: "Back To Basics"**

Times	Healthcare Track Sorrento Room	Education Track Pompeii Room	Manufacturing, Processing, Service Track Capri Room
7:30 - 8:00 AM	<b>Registration</b>		
8:00 - 8:15 AM	<b>Welcome (Colli/Milano Room)</b>		
8:15 - 9:15 AM	<b>Keynote Address - Jay Marino "Quality Tools for Change &amp; Continuous Improvement (Colli/Milano Room)</b>		
9:30 - 10:30 AM	"The Balanced Scoreboard as a Strategic Framework for Action Barb Ballard-Heller	<b>"Getting Results in the Classroom with Quality Tools" Jay Marino</b>  <b>This session will be from 9:30 - 11:45 AM</b>	"Receiving Exceptional Results through Strategic Planning" Sherry Johnson
10:45 - 11:45 AM	"Six Sigma in Health Care Services" Catherine Wilson		"What Quantifiable Value Can Auditing Provide to the Business" Chip Hesler
Noon - 1:00 PM	<b>Luncheon (Colli/Milano Room)</b>		
1:15 - 2:05 PM	"Magnificent Seven" Tom Persoon	<b>"Quality Tools with PDSA in the Classroom" Jay Marino</b>	"Using Basic Quality Tools To Achieve New Lows in Warranty Administration" Dave Williams
2:15 - 3:05 PM	"Quality Tools in Healthcare" Richard Stump	<b>"Quality Tools for Stakeholder Input" Jay Marino</b>	"The Lean Office" Deb Oliver
3:15 - 3:30 PM	<b>Closing (Colli/Milano Room)</b>		

### **CONFERENCE REGISTRATION**

\$99 Early-bird special until April 1, 2005 Ref. # 943070  
 \$125 After April 1, 2005 Ref. # 943071  
 \$30 Student Ref. # 943072

CREDIT CARDS ACCEPTED through PAYPAL  
 Go to [www.quality.org/asq1303.htm](http://www.quality.org/asq1303.htm) for login information.

Checks should be made to ASQ section 1303  
 and mailed to

Lawrence Mossman  
 1008 K.K. Ave  
 Blairstown, IA 52209

Any questions, email Lawrence at [lmossman@netins.net](mailto:lmossman@netins.net)  
 or go to the Section 1303 web site at  
 "www.quality.org/asq1303.htm"

Name: \_\_\_\_\_

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

Address: \_\_\_\_\_

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State: \_\_\_\_\_ ZIP \_\_\_\_\_

Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

**Meal Choice:**

\_\_\_ Chef Julienne Salad (w/cheese, ham & turkey)

\_\_\_ Baked Lasagna with garlic bread



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## **TOOL TIME FOR BUSINESS 2-Day Problem Solving March 3 & 4, 2005**

### **"Choosing and Implementing Quality Improvement Tools"**

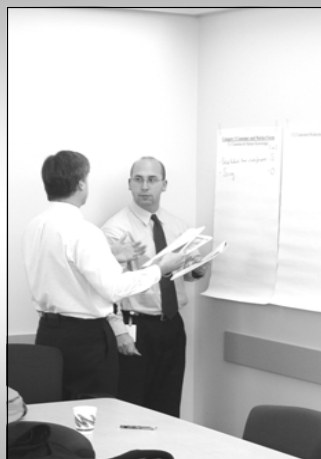
Our nine-step process is designed to allow you to understand the system in which a 'problemtunity' lies and then build a proactive approach to solving the problem or taking advantage of the opportunity. Organizations are encouraged to send teams of employees that have a common purpose, but perhaps lack an organized process and tools for improvement.

The class will be held from 8:00 a.m. to 4:30 p.m. each day at the Kirkwood Training & Outreach Services building, located at 3375 Armar Dr. in Marion, Iowa. The cost to attend is \$299 per person. Please register through Kirkwood Training Services at 398-5623.

## **Cedar Rapids Organizational Gallery Walk**

The Organizational Gallery Walk is a 4- hour interactive exercise designed to bring the organizational leaders into an environment of trust and innovative thinking to better understand the current situation that exists in the organization and opportunities of the future. Professional facilitators will guide your leadership through a performance excellence framework modeled after the National Baldrige Criteria. The framework will provide questions based on Leadership, Strategic Planning, Customer Focus, Human Resources, Information Management, Process Management and organizational results. The outcome of the session is a list of strengths and opportunities for improvement that the leaders can then take back to the organization for assignment of actions and deadlines for continuous improvement.

The Iowa Quality Center Facilitators are available to deliver this event at your site and at your convenience. This event is provided to our members at \$600 plus expenses from Cedar Rapids. Contact us today at (319) 398-7101.



## “Dew” You Know About the IQC Library?

The IQC Member Library has over 1000 books, videos, audio tapes and CD's for members to borrow, including Personal Development, Leadership, Production Management, Team Processes, Tools, Six Sigma, Lean – you name it – and materials tailored specifically to Education, HealthCare, Non-Profits, and Small Business. The library has been getting its own “extreme makeover” and we expect that by summer you can search for items on-line through the IQC website, by title, author or topic. With the guidance of Stephanie Schulte, Material Services Manager for the Cedar Rapids Public Library, and Jo Ann McNiel, the library has been reorganized to follow the Dewey Decimal system. For example, the Leadership series will have books, videos, audios and CD's all marked in at 658.4 (give or take a decimal point), so that you can connect video content with book content.

Other primary categories:

- 150's (Psychology) – Creativity, Motivation, Success, Effectiveness
- 350 – Government, Public Sector
- 360 – Health Care
- 370 – Education
- 650's – Leadership and Management (LOTS of these!)

The descriptions are currently being reviewed and updated, to be linked online to the titles. To check out an item, visit and browse, or call IQC at 319-398-7101. If you're unable to visit to pick up your item, we'll arrange to ship it to you.

## Quad City Quality Learning

Carolyn Haase heads up the latest of IQC's networking groups. The Quad City Quality Learning group meets on the third Wednesday of each month from 7:30 a.m. to 9:00 a.m. They provide an opportunity for individuals and organizations to share experiences and ask questions pertaining to the areas of continuous improvement and performance excellence. The goal of this networking group is to learn, share ideas, and disseminate quality concepts as a means of improving our organizations."

March 16th's topic will be, "Balancing the human resources and people issues with the important quality tools." It will be held at the National Weather Service location.

For more information on future topics for the Quad City group or other networking groups, visit our web site at [www.iowaqc.org](http://www.iowaqc.org).



February 9th's Quad City Quality Learning Meeting  
L to R: Mike Staab, Jay Marino, Carolyn Haase and Bob Schulte discuss six sigma and lean – conflict or collaboration



February 9th's Quad City Quality Learning Meeting  
Clockwise: Terry Simmons, Joe Basala get into the conversation

# ASQ Central Iowa Section 1308

## Section 1308 Meeting Tuesday, March 8th, 2005

**Meeting Location:** EMCO Doors, 1917 Dean Ave., Des Moines

**NOTE:** Attendance restricted to those not in the door or window business.

**Social Time:** 5:30 - 6:00    **Dinner:** 6:00 - 7:00    **Program:** 7:00    **Cost:** \$20.00

**Presenter:** Marty Shildroth, et al

**Topic:** "The EMCO Quality Journey"

**Reservations:** RSVP by noon, Friday, March 4<sup>h</sup> to Don Benbow.

By e-mail (preferred) at [dbenbow@lowaQualitySystems.com](mailto:dbenbow@lowaQualitySystems.com) or by phone at 800-622-2348

### **About EMCO:**

EMCO Enterprises, a wholly-owned subsidiary of Andersen Windows, is located in Des Moines, IA. The company has been in business since 1932. In 1977, EMCO revolutionized the storm door with the introduction of a high end product. Today, the company offers a full range of storms for consumers throughout North America. Efforts have been made to reduce the cost of quality and increase throughput. In order to make an impact, many of the lean techniques have been introduced. We are offering a view of where we have been and where we are going as a manufacturer in the areas of quality and lean.

### **Directions to EMCO Plant:**

The SE14<sup>th</sup> Street exit, which is the preferred route to get to EMCO is under construction. Follow the alternate route signs to get to SE14th (south of I-235). Take E. Court (east) off of SE14th to SE 18<sup>th</sup> St. Turn left (north) on SE 18<sup>th</sup> St, go to Dean Ave. Turn right (east) on Dean Avenue. EMCO is on the south side of the road near the railroad tracks at 1917 Dean Avenue. Enter door facing north

## ASQ Section 1308

### Tentative Meeting Schedule

**April:** Bunn-O-Matic Corporation, Creston

**May:** Farmland Foods, Denison, IA

## WELCOME

Section 1308 would like to welcome the following new members to the section.

Ms. Theresa W. Heitman

Mr. Nadim F. Hussein

Mr. Alfred W. Kenlin

Mr. Ryan M. Post

Ms. Philicia Weaver

Mr. David I. Wiese

*(Continued from page 1)*

### **Morning - Breakout 1 & 2 (2 hour session)**

**Getting Results with Classroom Tools:** Participants will learn how to utilize mission statements, goal setting, data folders, student-led conferences, and class meetings to enhance learning experiences for students while at the same time increasing achievement.

### **Afternoon- Breakout 3:**

**Using Quality Tools with PDSA in the Classroom:** Participants will be exposed to an overview of the Plan, Do, Study, Act process and how combining this process with additional quality tools will increase achievement in academic areas and improve behavior concerns.

### **Afternoon - Breakout 4:**

**Fast Feedback; Quality Tools for Stakeholders Input-** Make sure you are getting the most accurate feedback from your stakeholders, no matter what you are trying to improve. This breakout session will provide participants with many strategies that can be utilized right away to get that needed feedback from stakeholders.

### **Chip Hesler**

"What Quantifiable Value Can Auditing Provide to the Business"

Chip Hesler is currently a quality engineer for John Deere Harvester. In 1978, he started at the John Deere Davenport Works as an electrician. After several years of commuting to Iowa City, he received a degree in electrical engineering. His first projects included developing computerized test stands for all the Davenport Works' products. Due to his years of maintenance experience, he was asked to develop mistake-proof fixtures, machine controls and high maintenance conveyor lines. He was instrumental in bringing ISO certification to John Deere Davenport in 1992 and officially joined the quality ranks as a quality engineer in 1995. He is an ASQ senior member and an ASQ certified quality engineer and quality auditor.

**More speaker bio's and conference information will be available on the Section 1303 web site at [www.quality.org/asq1303.htm](http://www.quality.org/asq1303.htm).**



# ASQ Section 1303 - State University of Iowa

"Serving Quality Professionals Since 1944" - Meet us on the web at "[www.quality.org/asq1303.htm](http://www.quality.org/asq1303.htm)"

## Section 1303 Meeting Wednesday, March 9th, 2005

### Tour

Van Meter Industrial Central Distribution Center,  
915 32nd Ave. SW, Cedar Rapids, Iowa

### Dinner & Program Location

The Clarion Hotel & Convention Center  
535 33rd Ave. SW, Cedar Rapids

### Presentation Topic

Continuous Improvement - "How & Why"

**Reservations: Please RSVP by noon on Monday,  
March 7th.**

Email (preferred): [mwsulliv@rockwellcollins.com](mailto:mwsulliv@rockwellcollins.com)  
Phone: 319-295-1346

5:30 - 6:30	Tour of VMI CDC
6:30 - 7:00	Social time at hotel
7:00 - 7:30	Dinner
7:30 - 8:15	Program
8:15	Final announcements / door prizes

### **Dinner Menu:** "Touch of Italy" Buffet

Tossed greens with Italian, Ranch, and Western dressing, Antipasto with fresh relishes, and marinated rotini salad. Fettuccine Alfredo, Chicken Marsala, and Oven Baked Lasagna. Steamed vegetables and garlic bread sticks. Coffee, tea, or milk and hot rolls

**Cost:** ASQ Member \$18.00 Guest \$20.00  
ASQ Member and Spouse \$35.00  
Full Time Student \$12.00

### **Tour Information**



Van Meter Industrial, Inc. Van Meter Industrial Inc. is a distributor of electrical and automation products with twelve locations in the state of Iowa. It was founded in 1928 and has experienced strong growth in the last 10 years.

The VMI Central Distribution Center is a 130,000 square foot facility that opened in 1999. An average of 46,000 lines a month ship from this facility and accuracy, efficiency and continuous improvement are vital to it's continued growth and success. The tour will not focus on how the warehouse operates, but rather the importance that the employee - owners place on defining, organizing and implementing various improvement projects. Quality is important - join us to see how.



### **Program:**

Improvement lives at Van Meter Industrial. Top management supports it, but it is driven by the people doing the job. For the program, you will hear how an idea came to life and the impact it has had on the organization. You will not hear about million dollar savings, but how a group of people took charge of their processes and continue to improve efficiency, save money and work smarter.

Building a team requires clear expectations. Those expectations were laid out with an "empowering people" mind-set. The goal was for each department to define their success, create their own metrics and develop a 3-year department plan which defined where they wanted to go. Each department created charts and posters and presented their **SMART** goals to peers and leadership.

At the grass roots level each department defined their own path of "improvement" with these **SMART** goals.

### **Presenters:**



Joe Wallace has 25 years experience in wholesale distribution with the last 14 years serving at Van Meter Industrial. Joe's expertise in operations and inventory management has helped build a strong team at the Van Meter's Central Distribution Center in Cedar Rapids Iowa. Joe serves as Administration Manager, overseeing four departments housed at the CDC.

Brian Becwar has been with Van Meter Industrial for five years and serves as the Distribution and Logistics Manager and is responsible for all elements of the Warehouse operation. Brian started in the warehouse picking orders, and over the course of three years worked his way through every department within the warehouse, and eventually moved to Purchasing as a Line Buyer and then to his present position.



Scott Pechota is relatively new to Van Meter as he joined the company in May of 2004. He is the Purchase Reconciliation Administrator and he and his group are responsible for the reconciliation of the supplier invoices to the VMI purchase orders prior to payment. Scott also leads the improvement effort in his area and will speak on his activity and the results.

### **Directions to Van Meter Industrial**

From I-380 Northbound or Southbound, take the 33<sup>rd</sup> Avenue Exit. Turn WEST on 33<sup>rd</sup> Avenue. Continue WEST on 33<sup>rd</sup> Avenue until you reach the 1<sup>st</sup> stoplight at 6<sup>th</sup> Street. Turn NORTH (right) on 6<sup>th</sup> Street. Travel 1 block North and turn LEFT (West) on 32<sup>nd</sup> Avenue. The Van Meter Industrial Central Distribution Center is located on the South side of 32<sup>nd</sup> Avenue. Gray cement building with black colored trim. Enter by the main office entrance.



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Dick Stump at:

Phone: 319-337-8283, or

E-mail: [StumpRB@AOL.com](mailto:StumpRB@AOL.com)

**There is no endorsement or responsibility  
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made in these paid advertisements.**

## **WELCOME NEW MEMBERS**

ASQ Section 1303 would like to welcome the following new members:

Dr. Linda Allen	Mr. Scott D. Lucier
Mr. Justin J. Elliott	Ms. Rosalyn J. Middleton
Mr. Abraham George	Mrs. Elizabeth Maxey Ray
Mr. Steve J. Kehoe	Mr. Ramesh P Shah

## **MANUFACTURING PROCESS ENGINEER**

Responsibilities include developing manufacturing process systems and controls defining parameters that meet customer performance requirements, internally and externally, through production operation methodology, continuous improvement, and by providing technical support liaison to appropriate departments. Preferred candidate will have a degree in metallurgy and/or other engineering disciplines with 2-4 years manufacturing experience in copper, steel, or aluminum strip rolling. Familiarity with statistical & analytical methods for problem solving, a general understanding of PC's and related software experience, and an understanding of process flow of an order is required.

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**PMX Industries, Inc.  
Human Resources Department  
5300 Willow Creek Drive SW  
Cedar Rapids IA 52404**

or fax resume to 319-247-4763  
or e-mail to [hr@ipmx.com](mailto:hr@ipmx.com)

EOE

Drug Free Workplace

**Section 1303 Certification Test Locations  
March 5th, 2005**

**First Presbyterian Church**

321 North 5<sup>th</sup> Street  
Burlington, Iowa  
Building open at 7:15 AM

**Scott Community College**

Kahl Education Center Room 1004  
326 West Third Ave.  
Davenport, Iowa  
Building open at 7:30 AM

**Hawkeye Community College**

Tama Hall Room 105  
1501 E. Orange Rd.  
Waterloo, Iowa  
Building open at 7:00 AM

**Kirkwood Community College**

Jones Hall Room 101  
Kirkwood Blvd. SW  
Cedar Rapids, Iowa  
Building open at 7:15 AM

**HJ Heinz Co.**

1357 Isett Ave.  
Muscatine, Iowa  
Building open at 6:00 AM

**PROCTOR ANYONE???**

Do I have an opportunity for you. I need proctors for Scott Community College ASQ test site for October 22, 2005 and December 3, 2005. Basically the exams are from 8:00 AM to 1:00 PM. You will need to be there a by 7:30 AM. In addition to exam day you will need 1-2 hours for reviewing the instructions and mailing the information back to ASQ. For proctoring an exam you will get 1 RU credit towards recertification and \$50 after you purchase a book from Quality Press. Are you interested? If so, please contact Norma Hawkins at 563-238-5921 or email [hawkins1@powerbank.net](mailto:hawkins1@powerbank.net).

RETURN SERVICE REQUESTED

Paul Zimmerman  
Newsletter Editor  
6516 Boxwood Ln. NE  
Cedar Rapids, IA 52402

A collaborative newsletter for  
members of the Iowa Quality  
Center and the American Soci-  
ety for Quality, State University  
of Iowa Section 1303 AND  
Central Iowa Section 1308

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