Quality & Performance Improvement Courses

SPRING SEMESTER SCHEDULE • JANUARY – MAY 2010

- ASQ Certification Review Classes
- Quality Skill Development Workshops
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, Lean Application, Project Management, Calibration 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 Center for Business and Industry (CBI) 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 Center for Business and Industry Representative, 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

Visit our website to download your own copy of the CBI Spring Schedule: http://cbi.southcentral.edu/index.php/register/download-catalog.html

Sign up to receive eNews and future schedules – subscribe online at: http://cbi.southcentral.edu/index.php/links/enews-subscribe.html

or 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 Ed Lyons, Hiawatha Section Membership Chair, at ed.lyons@spx.com or visit Membership on our website at www.asq1214.org.
Spring 2010 Class Schedule
Quality & Performance Improvement

South Central College – Faribault Campus
1225 3rd Street SW, Faribault MN 55021 • 507/332-5800

<table>
<thead>
<tr>
<th>COURSE ID</th>
<th>COURSE NAME</th>
<th>DATES</th>
<th>DAY</th>
<th>TIME</th>
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<tr>
<td>001119</td>
<td>Certified Quality Inspector (CQI) Review</td>
<td>1/26-2/23/10</td>
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<td>6-9p</td>
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<td>$235</td>
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<td>001114</td>
<td>Understanding &amp; Implementing ISO 9001</td>
<td>3/23/10</td>
<td>T</td>
<td>8a-4:30p</td>
<td>8</td>
<td>$235</td>
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<tr>
<td>001115</td>
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<tr>
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<tr>
<td>001118</td>
<td>Introduction to Quality</td>
<td>5/4-5/5/10</td>
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In appreciation to those that partner with us in promoting our training programs, members of the following organizations receive a **10% discount** on any of the workshops/classes listed in this booklet.

- APICS Southern MN Chapter  
- ASQ Minnesota Section 1203  
- ASQ La Crosse – Winona Section 1216  
- Mankato Area Council for Quality  
- Greater Mankato Growth  
- Minnesota Council for Quality  
- Rochester Area Quality Council  
- SME SE Minnesota 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.
CERTIFICATION REVIEW CLASSES

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 to study prior to the start of class.

CERTIFIED QUALITY IMPROVEMENT ASSOCIATE (CQIA) REVIEW  •  Instructor: Glen Wolf
This is a review course for those preparing to take the ASQ Certified Quality Improvement Associate examination. This course will cover the basics of continuous improvement, including quality concepts and principles, employee involvement, improvement tools, and customer and supplier relations. The text used for this course is the CQIA Primer available for $65 from the Quality Council of Indiana. Each participant will need to order their own textbook prior to the start of class.

CERTIFIED QUALITY INSPECTOR (CQI) REVIEW  •  Instructor: Al Glassel
This is a review class for those preparing to take the ASQ CQI examination. Each participant will need to secure their own materials prior to the start of class. The text material used is the Indiana Quality Council Primer (Solutions Text is optional) available from the Quality Council of Indiana's On-Line Store. Please Note: This course will run concurrently with the CQT Review course.

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 material used is the Indiana Quality Council Primer (Solutions Text is optional) available from the Quality Council of Indiana's On-Line Store. Please Note: This course will run concurrently with the CQI Review course except for the final session which is specific to the CQT Body of Knowledge.

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
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 or instructor approval. This class will utilize the ISO 9001 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.

INTRODUCTION TO QUALITY  ✦ 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, quality auditing, quality costs, statistical tools and applications, metrology, inspection and testing, measurement and analysis of data, corrective and preventive action, problem solving, empowerment and interactions, 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. This is also appropriate for those preparing for certification exams that need review of the fundamental quality body of knowledge.

PROBLEM SOLVING TOOLS AND METHODS  ✦ Instructor: John Moorhouse
This course will deliver a proven methodology for problem solving based on the well-known 8-Discipline approach, giving students a simple and creative method 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.

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

UNDERSTANDING & IMPLEMENTING ISO 9001 ✦ Instructor: John Moorhouse
This course will walk you through the new ISO 9001:2008 standard, including terms and requirements. The background to the standard, including the eight management principles, will be covered. Discussions and exercises will include 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

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. 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 24 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 ASQ, 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, 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.

Glen Wolf has held engineering and management positions in various industries and currently works as a Design Engineer at Truth Hardware in Owatonna, Minnesota. Mr. Wolf holds an engineering BS degree and an MBA degree. He is an ASQ Senior Member with CQM, CQE and CQA certification. Glen is also an SME Senior Member and has CPIM certification through the APICS organization. He has provided training for the CQM, CQE, and CQIA certification review courses and for various general quality engineering and quality improvement courses.

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, Center for Business & Industry, 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: ____________________________

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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 – Faribault Campus
1225 3rd Street SW, Faribault MN 55021

South Central College – North Mankato Campus
1920 Lee Boulevard, North Mankato MN 56003

For directions: http://cbi.southcentral.edu/index.php/thecenter/mapsanddirections.html

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SCC Has ADA Accessible Facilities