
Minnesota Council for Quality Stakeholder Update
June 2002

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1. Bringing Value to our Members

As you all may know, the Minnesota Council for Quality continues to transform. One of the more significant upcoming changes is how we provide value to our members. In the past, the Council offered memberships to organizations who wished to support quality in Minnesota; in return, they got a certificate, a “thank you,” and a discount for applying to the Minnesota Quality Award. In a difficult economy and with value-driven members, this model no longer works. Gone are the days of us asking for donations without providing benefits in return: in the future, the Council HAS to provide a return for our members’ contribution.

We intend to do so. In the next few months, we will be developing a set three complementary services, all of which are intended to broker improvement-related resources to member organizations.

Our first service is an improvement clearinghouse. This web-enabled tool will provide information on improving organizational performance – information such as whitepapers, links to other sites, benchmarking resources, and announcements. The tool is under development; look for a survey to capture your needs in the near future.

Our second service will be an on-line consultant/trainer referral database. The intent of this product is to accelerate members’ search for outside expertise: to be a “yellow pages” of improvement vendors.

Finally, our third member offering will be formalized partnerships. We believe that there are many organizations that provide high quality improvement services to the Minnesota marketplace. Rather than duplicating these offerings, the Council intends to find these organizations and build relationships with them such that Council members have access to their services at a discounted rate. These discussions have begun; look for upcoming announcements later this summer.

We have also changed our membership fees. To make membership in the Council more affordable and thereby attract more members – particularly small business, non-profits, and education institutions – we have lowered our rate tiers. The minimum requested contribution is now \$250, with many organizations fitting into the \$500-1000 range. We hope that this structure – along with the new benefits that come with membership – expands our reach to more organizations throughout the state.

If you would like more information on our membership structure or to become a member, please email us at mc4quality@aol.com or call 612-462-3577.

Yours in improvement,

Brian Lassiter
President

2. Recognizing New Members

The Minnesota Council for Quality recognizes the following new and renewed organization members for the first part of 2002 (new members denoted with *):

Alexandria Extrusion Company, Alexandria
Dunwoody Institute, Minneapolis
Emerald Quality Services, Minneapolis
Jean Bronk, Faribault
Johnson Controls*, Minneapolis
Hennepin County Economic Assistance and IT, Minneapolis
Minnesota Association of Alternative Programs (MAAP), St. Paul
Tappe Construction, Eagan
University of Minnesota-Duluth, ASSL, Duluth
Upland Consulting*, Bloomington

Several other organizations have verbally committed their intent to renew their membership and will be listed in an upcoming newsletter.

Membership in the Council not only supports quality and performance excellence in the state of Minnesota, but provides access to improvement-related resources at a discounted (or free) rate. Membership is non-voting, is based on organization size, and is renewable annually.

We sincerely thank you for your continued support.

3. Todd Bille Named to Board of Directors

The Minnesota Council for Quality recently announced the election of Todd Bille to our Board of Directors. Mr. Bille is currently a Strategic and Operational Planning Specialist in the Department of Planning Services at the Mayo Clinic in Rochester and is also the Chair of the Rochester Area Quality Council (RAQC).

Approved unanimously, this Board appointment was created as an ex Officio position for the current incumbent Chair of the RAQC. "This move reflects the Council's strategy to provide additional improvement-related services in Greater Minnesota," says Brian Lassiter, president of the Minnesota Council for Quality. "Not only can the Rochester area benefit from the Council's current services and resources, but they will provide valuable input that shapes future programs and services throughout Minnesota. I am pleased to formalize a stronger relationship with our stakeholders in Rochester."

The election takes effect immediately. Welcome Mr. Bille to our Board. We appreciate your input in support of the Rochester area!

4. Recognizing the 2002 Board of Evaluators; Thank You Cargill

The spring training session for our 2002 Board of Evaluators was completed the last week of May at Cargill's world headquarters. Training was conducted by Dr. Mark Blazey and was coordinated by several Council volunteers and staff, including: Jean Bronk, Rick Carlson, Kathryn Mackin, Lois Mackin, Mike Reagan, and Ken Rich.

The following individuals successfully completed training and have joined the 2002 Board of Evaluators:

Ann Burns, Sunny Fresh Foods, Cargill
Carol Carryer, Self-Employed Education Consultant/Trainer
Bob Christenson, Medtronic Energy and Component Center
Jon Cornell, Datalink Corporation
April Corniea, MN Army National Guard
John Gushue, Nuclear Management Company
Jim Hill, Nuclear Management Company
James Holthaus, Nuclear Management Company
Renea Hood, Hood & Associates, Inc.
Don House, DMH Associates, Inc.
George, Karayianes, Self-Employed
Mary Larweck, Emerald Quality Services
Philip Moye, St. Paul Public Schools (ISD 625)
Jeff Ous, MN Army National Guard
Mary Paneno, Seagate Technology, LLC
Julie Peterson, Watson Wyatt

Melissa Rabida, Allina Health System
Kathy Reller, Mayo Clinic
Michon Rogers, Rochester Public Schools
David Shrum, Deluxe Corporation
Tina Uphoff, Gage Marketing

We would like to offer a special thank you to Cargill for their in-kind donation of the use of their facilities. Your contribution is greatly appreciated!

If you are still interested in joining the 2002 Board of Evaluators, you may attend our second session of training this fall. New Evaluator applications are due August 23 and applications for returning Evaluators are due September 30. New Evaluator Criteria training is September 6, and training for all Evaluators is October 8-10.

5. Insights to Performance Excellence: Achieving World Class Levels of Quality

Dr. Mark Blazey and Mr. Paul Grizzell will be the hosts of an ASQNet webcast event entitled “Insights to Performance Excellence: Achieving World Class Levels of Quality.” The event, scheduled for July 19 from 12:30-2:00 CT, will focus on how to effectively use the Baldrige Criteria to analyze your organization’s current performance and to achieve higher levels of performance.

Mark, a past Senior Examiner of the Malcolm Baldrige National Quality Award, has been the trainer for the Minnesota Quality Award program for several years. He has authored the book “Insights to Performance Excellence.” Paul is on the Board of Directors for the Minnesota Council for Quality, is a Minnesota Quality Award Judge, and is currently a Senior Examiner for Baldrige. He co-authored with Mark of the “Insights to Performance Excellence in Health Care” book.

Join others from Minnesota and across the county for this great learning and interaction event. To access the chat event, go to www.asqnet.org, click on Interact, then on Chat Event, then go to Help. The event is only accessible to members of ASQ, so if you're not a member, find someone who is and sit in with them for the chat.

6. Minnesota Quality Conference & Biomedical Focus Conference: July 22-24

The 49th ASQ Annual Minnesota Quality Conference and the 16th Annual Biomedical Focus Conference are scheduled for July 22-24 at the Radisson-Bloomington. The partnered conferences offer vital information between the U.S. Food and Drug Administration (FDA) and the biomedical industry, while advancing the use of quality principals, concepts, and technologies for every industry. This year’s keynote speaker is Steve Hoisington, VP-Controls Business for Johnson Controls in Milwaukee. Mr.

Hoisington, one of original supporters of the Minnesota Council for Quality, will present “Customer-Centered Six Sigma” on the first day of the proceedings.

The price of the full conference is \$575 (registering before 6/21) or \$675 on or after 6/22. One-day passes are available for \$215 (before 6/21) or \$315 on or after 6/22. For more information on the event, please contact ASQ directly at 651-779-1824 or by email at Mnqualconf@aol.com.