
Minnesota Council for Quality Stakeholder Update
October, 2001

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1. MCQ Moves to Two New Locations

To reduce operating expense, the Minnesota Council for Quality has moved from the 2850 Metro Drive location in Bloomington. We now have two addresses, one for financial and contractual correspondence, and one for all other correspondence.

For checks, invoices, contracts, or other financial correspondence, contact:

Minnesota Council for Quality
Attn. Larry Shepherd, Business Manager
3661 Culver Trail
Faribault, MN 55021
Phone: 507-663-1983
E-mail: lshepher@rconnect.com

For all other correspondence, contact:

Minnesota Council for Quality
PMB 156
13033 Ridgedale Drive
Minnetonka, MN 55305
Phone: 612-462-3577
Fax: 763-476-1614
E-mail: MC4Quality@aol.com

Note: The main office line is now a cell phone. If you call during business hours and are forwarded to voicemail, we are either temporarily away from the phone or in a bad service area. Please leave a message, and we'll get back to you as soon as possible.

As of 10/15/01, we are experiencing temporary difficulties in accessing voicemail. This should be resolved either later today or tomorrow.

2. Diane Beal, Prominent Supporter of MCQ, Passes Away

Diane Beal, aged 51, died September 13 of a rare bacterial disease. She was a member of the Panel of Judges for the 2001 Quality Award cycle, a former Evaluator Team Lead, and had been a prominent supporter of the Council for many years. Her organization, Quality Breakthroughs, Inc., had been a member of the Council, and both she and her husband, Dick, had been MQA Evaluators in past years.

Diane was a wonderful person, a great leader, and a valuable asset to the Council. She will be sorely missed. Donations can be sent to either the Secular Order of Franciscans or to the Brainerd Rotary Club, of which Diane was president, via

Quality Breakthroughs, Inc.
1407 S. 7th Street
Brainerd, MN 56401

3. 2001 Award Cycle Update

We are moving into the final stages with our Award cycle applicants. The Evaluator teams are proceeding into the consensus meeting and site visit planning stages of the cycle, while the participants are rushing to prepare for site visits in coming weeks. We would like to thank both our Evaluator teams and our participants for their fabulous work thus far.

To our as yet unassigned Evaluators: Remember, there are at least two off-cycle Minnesota Assessment Process applicants this year. The fact that you have not yet been assigned to a team does not mean that you will not be. We will be contacting you in coming weeks regarding these applicants, so be on the lookout!

Also, judging has been scheduled for the 2001 Minnesota Quality Award cycle. It will be held on December 13, 2001, so Team Leads and Judges, please mark your calendars.

4. MCQ President, Brian Lassiter, Organizes Focus Groups

As mentioned in our last newsletter, the Council is entering a period of exploration and transformation. We have been quite successful in the past, but times have changed, and so must too we to be successful in the future. Over the next couple of months, we are going to spend some time talking with our Award applicants, our corporate customers, some non-customers, and our volunteers in an effort to better understand how we can help organizations improve their performance. In essence, we are going to "practice what we preach" and focus on customer and marketplace requirements in redefining our products and services. Focus groups will be scheduled in

mid-November; if you are interested in participating, please contact Kathryn Mackin at mc4quality@aol.com.

6. Current Member List

Please join us in thanking our current members:

3M

Alexandria Extrusion Company

Alexandria Technical College

B.F. Goodrich Aerospace, Aircraft Sensors Division

Bethel Lutheran Church

BlueCross BlueShield of Minnesota

Braas Company

Cargill

Centennial ISD No. 12

Dakota Communities, Inc.

Dakota County Workforce Council

Datacard Group

Deluxe Financial Services, Inc.

Direct Response Insurance Administrative Services, Inc.

Dunwoody Institute

Emerald Quality Services

Hazelden Foundation

Heat-N-Glo

Hennepin County District Court

Hennepin County Economic Assistance and Hennepin County Information Technology

Hutchinson Technology, Inc.

Lois Mackin

Lutheran Brotherhood

Medtronic

Minnesota Association of Alternative Programs

Minnesota State Colleges and Universities

Nuclear Management Company

OmniStation Web Site Technologies, Inc.

Park Dental

PDP Services

Quality Breakthroughs, Inc.

Quest Analytical, Inc.

Rochester Community and Technical College

Schwarz Williams Companies, Inc.

Smyth Companies, Inc.

Tappe Construction Co.

Tetra Rex

TUV Management Service

Twin City Area Labor Management Council
University of Minnesota – Duluth
Xcel Energy