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*Minnesota Council for Quality Stakeholder Update*  
*May 2002*  
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In This Issue:

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1. A Message from the President
2. Board of Evaluators Deadline/Training Approaches
3. Today's Top Improvement/Management Issues
4. Reengineering Discussion with the MN Strategic Leadership Forum – May 21
5. Six Sigma Discussion with PIN – June 6

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1. A Message from the President: Remembering Bob Killeen

Hello again. For the last few months, we have been expanding the distribution of our electronic newsletter. Some of you may be receiving this for the first time because a colleague or friend recommended your addition to the list. The Minnesota Council for Quality is a non-profit that helps organizations improve their performance. We do so by assessing organizations' current strengths and improvement opportunities and then bringing resources to facilitate in actual improvement. I hope you find value in our brief newsletter, and I welcome your feedback.

Usually, I offer a tip or strategy in my opening remarks. But this month, it is appropriate for me instead to remember a legend in the Minnesota quality and labor movement: LeRoy Robert (Bob) Killeen, Sr. A lifelong union leader, Bob was a significant player in Minnesota economic development, labor relations, and quality. Bob died on May 1st of cancer; he was 74.

Bob, who installed door handles on vehicles at Ford Motor Co. beginning in 1949, was "always worried about that guy in the plant, how he was going to buy groceries," said his son, Bob Killeen Jr., as quoted in the Star Tribune. Three years into his job at Ford, United Auto Workers (UAW) Local 876 elected Bob Killeen Sr. as chief union steward, a post he held for more than 12 years. Bob often spent time traveling around Minnesota, helping union committees with tasks like handling negotiations and grievances, and working to preserve jobs across the state. He saw the quality movement as a way to stop the loss of jobs and to improve economic development across Minnesota. Said Killeen's son: "He always preached that quality was our livelihood."

In 1985, Gov. Rudy Perpich appointed a Commission on the Economic Future of Minnesota. Killeen was asked to chair a subcommittee on productivity.

Killeen, as quoted in an opinion article he co-authored in 1987 for the Minneapolis Star and Tribune: "Approaches currently resulting in the highest increases in productivity are effective communications, informed decision-making, improved work organization, employee involvement, higher product quality, well-designed tools and equipment, and improved training...Stopwatches are going out of style."

At the committee's urging, the Minnesota Council on Productivity and Quality was formed in 1987 within the Minnesota Department of Trade and Economic Development. By 1989, it was spun off as an independent nonprofit called Minnesota Council for Quality. Killeen was the first co-chair, along with quality pioneer Roger Hale, then CEO of Tennant Co. Bob remained on the Council's Board as Chairman Emeritus until his death.

We will miss Bob Killeen. His vision, his passion, and his unwavering constancy of purpose were all paramount to quality and economic development in Minnesota. And his legacy lives on.

Sincerely,  
Brian Lassiter, President

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2. Board of Evaluators Deadline/Training Approaches

The application deadline for the 2002 Board of Evaluators for returning Evaluators is this Friday, May 17. The application only requires updates to your previous application. Pre-work is due (for both new and returning Evaluators) by training, which is scheduled for May 29-31 at Cargill's headquarters in Minnetonka.

We hope you will consider (re)joining this year's Board. As an Evaluator, you will have the opportunity to evaluate one or more organizations using the Baldrige Criteria for Performance Excellence. Many consider participating in the process a valuable development opportunity, as well as a fantastic networking opportunity. And, with this year's change to a "rolling cycle" for assessments, there is far more flexibility for our Evaluators as well as our applicant organizations.

If you cannot make training this spring, consider joining us in the fall (September 6 for new Evaluators, October 8-10 for all Evaluators).

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3. Today's Top Improvement/Management Issues

The Minnesota Council for Quality and the College of Continuing Education at the University of Minnesota surveyed Council members last month to better

understand what quality/improvement topics were of interest to the marketplace. The U of M will use this information to develop appropriate open enrollment courses this fall; the Council will use it to identify other potential programs/services that might add value to our members.

The top 10 topics (based on a 5-point scale, where 5 indicated “very interested” and 1 indicated “very disinterested”) are as follows:

1. Tools/Approaches for Managing and Improving Organization Performance (4.15)
2. Strategic Planning (4.00)
3. Balanced Scorecard and Performance Management (3.91)
4. Change Management (3.84)
5. Leadership Development (3.74)
6. Customer Relationship Management (3.65)
7. Six Sigma (3.57)
8. Knowledge Management (3.51)
9. Malcolm Baldrige National Quality Award (3.37)
10. Quality/TQM (3.28)

In response to the survey results, the U of M and the MN Council will collaborate in offering a 2-day course this fall “Achieving Business Excellence.” Look for more information in the coming months. And thank you for your response to the email survey.

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4. Reengineering Discussion with the MN Strategic Leadership Forum – May 21

The Minnesota Strategic Leadership Forum (MSLF) is pleased to announce that Penny Mazal, Vice President of Business Transformation at American Express Financial Advisors, will present "The Status of Business Transformation" during their May Breakfast Meeting. Ms. Mazal will address the following: what makes a reengineering program successful, why and how would you start a program, how can Six Sigma methodology be leveraged to create sustainable benefits.

The discussion will be held Tuesday, May 21 May 2002, from 7:30-9:00 a.m. at the University of St Thomas (Mpls Campus), 1000 LaSalle Avenue, Opus Hall, 2nd Floor, Room MOH 202.

The MN Council for Quality is pleased to announce that MSLF has offered a discount (\$15 instead of the standard \$25 rate) to MN Council for Quality members. Just mention that you are a Council member at the time of registration.

For more information or to register, please see [www.slf-minnesota.org](http://www.slf-minnesota.org). Registrations must be received by Wednesday, May 15.

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#### 5. Six Sigma Discussion with PIN – June 6

Six Sigma has become one of the most frequently used management and improvement frameworks today. Why? Because it can drive results. General Electric has claimed over \$1 billion in annualized savings from their Six Sigma efforts. Allied Signal over \$800 million, and Seagate Technology – with a large Minnesota operation – over \$500 million.

The Performance Improvement Network is pleased to announce that Steve Gunther, former VP-Six Sigma Deployment from Seagate Technology will speak at our June 6 meeting. Having recently retired from leading Seagate's Six Sigma effort, Mr. Gunther will explore how Six Sigma not only can be used as a statistical measure, but also a business strategy and problem solving system. Mr. Gunther will illustrate how Seagate uses Six Sigma to reduce errors in virtually every aspect of their business – from manufacturing to delivery to accounts payable to accounts receivable to recruiting and hiring employees to answering customer inquiries to setting a travel itinerary – everywhere there is a process. Mr. Gunther will also share his thoughts of what went well and what Seagate has learned throughout the process.

Space is limited, so register today. For more information, please visit PIN's website at [www.improvementnetwork.org](http://www.improvementnetwork.org)