



December 2004

Mission Statement

ASQ – NWI Section 1011 seeks to align the diverse skills of its members into a high-performance team committed to the advancement of quality in personal, professional, and social contexts by providing opportunities to acquire relevant knowledge through social programs, training sessions, and formal instruction.

Section Members Tour Fair Oaks Dairy

By Milton Krivokuca

For the November 2004 meeting, nine members and guests of Northwest Indiana Section 1011 participated in a very enlightening tour of a large dairy farm in Fair Oaks, IN. The tour was promoted as "Fair Oaks Dairy Adventure, A Dairy Good Time for the Whole Family" and did not disappoint any of the participants.

The tour began with a brief film describing the daily activities of dairy cattle and featured life size plastic cows placed such that guests get the feel of intermingling with the cows in setting typically of what one would expect in a dairy barn. For health reasons, both human and animal, visitors never actually make contact with any of the dairy cattle.

Interactive displays were available for anyone who might want to try his or her skills by attaching milking machines to full size mechanical cow on the "milking turntable."

The highlight of the day was the 45-minute narrated bus tour through the farm's operations area. The farm is a completely self-contained ecosystem where all by-products are processed for further use. Most feed is grown on the adjacent cornfields and specially mixed with vitamins and nutrients for the cattle on this particular dairy farm. A resident veterinarian is always available to assure the health of each animal and cows are segregated based upon each one's milk producing cycle and stage of pregnancy. The orderliness of the farm rivals a high-tech production line one would expect to find in an automobile assembly plant.

The tour stop that commanded the most attention was viewing the massive milking turntable that accommodated 70 cows in the milking room. The cows line up to be milked and each cow waits her turn to enter a stall on the turntable where various procedures, such as sanitizing, attaching the suction hoses, and post-milking cleaning take place. All of this activity is completed in one revolution of the turntable. Each cow has a serial number and the volume of milk each produces is measured and recorded. The dairy maintains very detailed records and is quick to respond to any unexpected changes in the milk production from each cow.

The milk is not pasteurized at this location, but chilled to 34F and loaded in tanker trucks for shipment. Customers as far away as Georgia and Florida regularly receive Fair Oaks Dairy milk and the milk's



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temperature only increases one degree to 35F during transportation in specially designed tanker trucks! The tour concluded at the ever-popular gift shop where souvenirs, snacks, cheeses, and ice creams were available for purchase.

The title of the event included the word "adventure" and section members and guests were not disappointed. The tour included something for everyone. For many, it was a great opportunity to see and experience the daily operations of a dairy farm and get a better understanding of how milk production is accomplished in today's high-tech, high-volume business environment.

For the quality and operations professionals who attended, the dairy adventure provided an overview of the complexities involved with milk production. The raw materials input and milk output parallel the processes that many of us in Northwest Indiana readily associate with steel production. To this extent, dairy production is not much different. Most of us, as consumers, take for granted the safety and quality of our food supply and never think how critical quality control is when food for human consumption is being produced.

The day concluded with a light lunch at Holley's restaurant in Demotte where each participant reflected back on the day's "adventure".

Watch the section newsletter for information of additional tours being planned for this spring.

Certification & Recertification –

ASQ Certification Rates Going Up January 1, 2005

On January 1, 2005, the following new certification exam fees will go into effect:

CSSBB -

\$180 ASQ Member Fee / \$330 Non-member Fee / \$130 Retake Fee

CHA, CQA, CQE, CRE, CSQE, CQA-Bio –

\$210 ASQ Member Fee / \$360 Non-member Fee / \$160 Retake Fee

CQM –

\$270 ASQ Member Fee / \$420 Non-member Fee / \$220 Retake Fee

CQT, CMI, CQIA, CCT –

\$155 ASQ Member Fee / \$305 Non-member Fee / \$105 Retake Fee

ASQ's current certification exam fees remain in effect at this time. Sign up for exams before the end of the year and save money!



Section 1011 Members Participate in Indiana Excellence Awards

By Milton Krivokuca

The BKD Indiana Excellence Award is the Indiana Quality Award for outstanding businesses located in Indiana. BKD LLP, an accounting and business consulting organization with various locations throughout the state, manages the award competition. Applicants submit a ten page maximum application that addresses four categories, Statement of Improvement, Plan, Execution, and Results, on which the organization will be judged.

The 2004 BKD Indiana Excellence Awards recently recognized the National FFA Organization, based in Indianapolis, as the overall state Gold Medal winner. National FFA was recognized for its implementation of an electronic membership management system that provided a substantial savings to the organization, while increasing member benefits, without increasing member's dues.

FFA was the overall winner, but awards were given in the categories of: Health Care, Manufacturing and Distribution Small, Manufacturing and Distribution Large, Not-for-Profit and Government, Technology, and Service.

Dan Kelley and Milt Krivokuca, ASQ Section 1011 members, both participated as judges in the Manufacturing and Distribution - Large category. Dan had been a judge in previous years, but this was Milt's first experience. Milt was also fortunate to be a senior judge for the final round of Gold Medal competition. Reading and evaluating the applications restored my confidence that world-class business organizations still exist, despite the information we see daily in the news media.

Several of the applicants accomplished remarkable turnarounds, from the verge of bankruptcy to profitable enterprises, in a very short time period. Other organizations developed programs that reflected a strong social commitment to its community. Opportunities for improvement are endless, but it takes time and devotion of the organization to seek out these opportunities.

Northwest Indiana was well represented in the panel of nineteen judges. In addition ASQ NWI 1011 members Dan Kelley and Milt Krivokuca, representatives from Valparaiso University, Indiana University Northwest, and Purdue Calumet also served on the panel of volunteer judges.

However, there was a noticeable lack of Northwest Indiana representation in the applicants for the BKD Indiana Excellence award. Only one organization from Valparaiso was among the 30 finalists. Local organizations should consider applying for this award. The impact of just applying for this award and the residual effect the application could have on the business are worth well above the minimal application fee. The award program provides an opportunity for a company to perform a structured assessment of how well it is performing. Organizations that take a serious approach to winning a medal have found a synergistic effect on employees and managers.

For more information regarding the BKD Indiana Excellence Award, contact BKD LLP in Indianapolis, bkd.com (317-383-4000) or local ASQ members Dan Kelley - Milt Krivokuca.

ASQ Northwest Indiana Section 1011

Christmas Party

Saturday, December 18, 2004

7:00 pm – 10:00 pm

At

The Aberdeen Brewing Company

210 Aberdeen Drive, Valparaiso, Indiana

Directions: 2.7 miles south of US 30 on Route 2 at the main entrance of the Aberdeen Community.

Agenda

7:00 – 7:30 Board Meeting

8:00 – 9:00 Dinner

9:00 - 10:00 Networking

Cost of Dinner is **Free** – register on-line (limited to 30 people)

Reserve on-line at www.asq-nwi.org





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Spread the Word about Quality and ASQ

Sections are one of the most valued benefits of ASQ membership. In addition to having the opportunity to network with fellow quality professionals in the Northwest Indiana section, you may also reach out to people in your community who are not members and encourage them to find out what ASQ is about. Invite a colleague to our section meeting as a guest and share what you find valuable about membership. Section members can contribute to growing the quality community!

Each One Reach One, ASQ's member-get-a-member program, provides an opportunity to gain recognition both for individual members and sections. Individuals can potentially win an ASQ Quality Press gift certificate for new member referrals, and sections will also be recognized for recruitment efforts.

For individuals, members who recruit new members are entered into a drawing each month for a gift certificate. In addition, the individual who recruits the most members in one month will be rewarded. There is also a year-end recognition with several prizes including an Annual Quality Congress trip. For sections as a whole, ASQ will call out recruitment performance and recognize it. For example, in April 2003, the top recruiters of new members were the International Chapter with 33, and the Toronto and Puerto Rico Sections with 25. Support the quality profession and get our section recognized!

To request an Each One Reach One brochure, contact ASQ at 800-248-1946 or cs@asq.org, and ask for item number B0132. You may also visit ASQ.org to find out more. If you have questions, please contact Traci Blom at tblom@asq.org.

ATTENTION MEMBERS

ARE YOU GETTING THE MAXIMUM BENEFIT FROM YOUR ASQ MEMBERSHIP?

Ask yourself the following questions:

1. Do you have 10 years active professional experience? (Combined with education).
2. Been an ASQ member in good standing for the past year?
3. Have contributed to professional continuous improvement by one of the following:
 - a. Conducting quality related engineering, inspection or audit, statistical work, or application of quality principles in a professional environment for at least two years.
 - b. Teaching quality or related arts or sciences at an accredited institution for at least two years.
 - c. Currently hold an ASQ certification that requires recertification.

If you answered YES to any of these questions, then advancement to the **GRADE of SENIOR** in ASQ may be the next step in furthering your professional status.

For more information, visit the ASQ website or contact your local chapter examiner, Milt Krivokuca at Milton.Krivokuca@Davenport.edu or 219-613-4574.

Take your professional career to the next step by exploring the benefits of becoming an ASQ **SENIOR GRADE**.



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