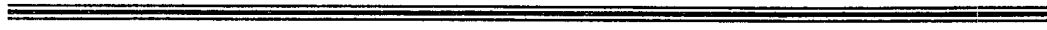


Mankato Area Council for Quality



Annual Report to Members

1997-1998

Prepared for
Quality Council Members
By MACQ Board Members
9/17/98

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1997-1998 Board of Directors

President	Ed Fahrforth	Kato Sanitation
Vice President	Jane Bradley-Durfee	Mankato State University
Secretary	John Daninger	Jones Metal Products
Treasurer	Gloria Rasmussen	Manpower Temporary Services
Historian	Dave Cowan	Mankato State University
Public Relations	Jeff Poole	KEYC – TV
Membership	Rick Rosenberg	Praxair
Education	Jodi Miller	Kato Engineering
Director	Al Bennett	Blue Earth County
Director	Bob Buland	Corporate Graphics International
Director	Harley Goff	Dotson Company
Director	Dave Oliver	Mankato State University Health Services
Director	Gary Roberts	Professional Systems
Director	George Rosati	City of Mankato
Director	Viviam Siemer	V-Tek
Director	Terry Treanor	Winland Electronics
Director	Jill Johnson	Schwickerts
Director	Shayne Narjes	South Central Technical College
Director	Alan Baer	Associated Engineering
Director	Vern Carstensen	Carstensen Enterprises
Director	Ken Morris	Minnesota Technology
Director	Barb Updike	Mankato State University

From the President/Planning & Operations Committee

Members:	Ed Fahrforth, Chair	Kato Sanitation
	Gloria Rasmussen	Manpower Temporary Services
	Rick Rosenberg	Praxair
	John Daninger	Jones Metal
	Gary Roberts	Professional Systems
	Jane Bradley-Durfee	Mankato State University
	Bob Buland	Corporate Graphics International

I would like to thank the Planning & Operations Committee for all the hard work they did this year. All the committee chairpersons also did a fine job, but I would like to recognize Jeff Poole for his exceptional hard work on completing the MACQ video and his work on *Update with Elaine*. Thanks Jeff!

We had an intensive 3 hour work shop in January. The following were our strategies for 1998:

1998 MACQ Strategies for 1998

1. Become aware of what the business community wants from MACQ and service that need. Understand why quality does not seem to be a hot topic any longer.
2. Provide quality education programming that will address the business issues and problems of our members and communities. Promote educational programs that address the “nuts and bolts” of everyday working environment. Focus Quality Council’s activities towards quality management and its impact on member organization’s growth and profitable growth.
3. Increase awareness in the Mankato area so that all businesses know about our organization and what it does. Better promotion of what we are and what we do. Ensure that the educational community is aware of MACQ and what it attempts to do. Focus primarily on faculty within post-secondary educational institutions in the Greater Mankato Area including Bethany, SCTC, MSU and private sector educational organizations.
4. Have at least one relaxed social event during the year in which all members can establish a personal rather than professional relationship with each other.

Vision – To be the Malcolm Baldrige of Quality Councils

Mission –

Our mission is to promote quality by providing:

KNOWLEDGE for improved community

RECOGNITION of excellence

OPPORTUNITIES to learn/network

Charges to Standing Committees

Education Committee

- ❖ Schedule monthly educational programs for Sept. – Sept. Finalize by August and submit to P.R. chair, so that the following year can be publicized.
- ❖ Develop, identify, acquire, schedule, coordinate and promote quality improvement training.
- ❖ Provide hosts and other methods to help program attendees meet and network at meetings (ie, nametags, introductions of attendees, etc.)
- ❖ Place message on voice mail and update for every meeting in a timely manner.
- ❖ Check voicemail messages and RSVP's and get back to the food service.
- ❖ Contact speakers and locations in advance prior to the meeting as possible.
- ❖ Arrange for program location every month and food service.
- ❖ Design and mail brochure to MACQ mailing list in a timely manner.
- ❖ Provide list of attendees to membership committee chair.

Planning & Operations Committee

- ❖ Set a budget each August and approve it at the September annual meeting.
- ❖ Coordinate strategic planning meetings to set yearly goals, measurable results, and operational plans.
- ❖ Keep Vision, Mission, and By-laws in forefront for board members.
- ❖ Coordinate presentations before community groups.
- ❖ Ensure that all official documents of MACQ are properly maintained and secured.
- ❖ Coordinate annual meeting.

Membership & Funding

- ❖ Provide secretary with new member information and renewal information & additional to the mailing list.
- ❖ Bill renewal memberships.
- ❖ Recruit new members.
- ❖ Raise funds for organization.

Communications, Public Relations, Recognition and Awards

- ❖ Publicize all activities of the council as needed.
- ❖ Coordinate media communications as needed.
- ❖ Promote MACQ's vision and help MACQ become recognized as a group who promotes quality and awards.
- ❖ Oversee the work of subcommittees (Awards & Banquet)
- ❖ Attend community events as needed to promote networking with other groups.
- ❖ Work with other committees as needed.
- ❖ Submit a one page written report at each board meeting as an activities update.

Annual Banquet Committee

- ❖ Recognize award winners and celebrate the past year's awards.
- ❖ Prepare and present a budget in May for the October banquet.
- ❖ Publicize the banquet.
- ❖ NOTE: The banquet is not required/intended to make money, unless the board specifies otherwise (when the budget is presented).
- ❖ Plan and host the recognition banquet.

Board of Examiners Awards & Nomination Committee

- ❖ Set Standards for Awards.
- ❖ Prepare Applications.
- ❖ Set timelines for nominations.
- ❖ Solicit nominations for the following three awards:
 - ❖ *We Try Harder Awards* – all year
 - ❖ *Minnesota State Quality Service Awards* (runs August – October)
 - ❖ *MACQ Corporate Award*
- ❖ Feed information on award winners to the Banquet Sub-committee.

1998 Annual Treasurer's Report

Gloria Rasmussen – Treasurer
 MACQ
 PO Box 256
 Mankato, MN 56002-0256

Revenues

Balance forwarded 8/20/98	\$5,722.55
Monthly Meetings	301.00
MACQ Annual Banquet	364.50
MACQ Annual Golf Outing	320.00
Winter Seminar	1,617.00
Annual Membership Dues Collected	2,260.00
Quality Handbooks	133.00
Total	\$10,718.05

Expenses

Monthly Meetings	699.75
MACQ Annual Banquet	2,142.28
MACQ Golf Outing	419.28
Winter Seminar	1,464.99
MN Quality Council Dues	250.00
Chamber Dues	62.75
Voice Mail	64.10
Misc. Supplies (postage, copying, bank serv chgs, PO Box)	441.43
Insurance and Bonding of Officers	114.82
MACQ Annual Business Meeting 1997	389.16
Printing Costs (Corp Awards, Seminars, etc.)	1,532.03
	\$7,580.59
Balance	\$3,137.46

Savings Account Activity

Balance 8/30/97 \$563.85
 Balance 7/31/98 \$572.98

1998-99 Budget

MACQ
 PO Box 256
 Mankato, MN 56002-0256

Planned Budget for 1998-99
 Statement of Revenues and Expenses

Revenues

Memberships	\$3,200.00
Golf Outing Fundraiser Net Income	200.00
Winter Seminar/ Conference Net Income	1,400.00
Monthly Education Meetings	500.00
Total	\$5,300.00

Expenses

Annual Business Meeting	\$360.00
Chamber Dues	63.00
Insurance and Bonding of Officers	115.00
Voice Mail	80.00
Misc. Supplies (paper, copying, postage)	600.00
Checking Account Service Charges	20.00
Annual Award Banquet	1,800.00
MN Quality Council Dues	250.00
Advertising	1,600.00
	\$4,888.00
Balance	\$412.00

Membership Committee

Committee Members

Richard Rosenberg, Chair	Praxair
Gary Roberts	Professional Systems, Inc.
Vern Carstensen	Carstensen Ent., Inc.
Gloria Rasmussen	Manpower Temporary Services

1997-98 Goals

1. To collect membership dues and increase our membership.
2. To increase participation by the membership.

Membership Totals

Corporate	40
Individual	9
<u>Lifetime</u>	<u>1</u>
Total	50

Our fourth great golf outing was held on June 16th at North Links Golf Course. We had a great day for fun and fellowship. Again, many thanks should go to all that donated prizes and time to make it another great event.

1998 Education Committee Report

Submitted by Jodi Miller

Members:	Jodi Miller	Kato Engineering
	Al Baer	Associated Engineering
	Bob Buland	Corporate Graphics International
	John Daninger	Jones Metal Products
	Harley Goff	Dotson Company
	Jill Johnson	Schwickerts

This year the committee sponsored five programs and one conference. There were many local companies that graciously taught us their expertise. This sharing of information has been very key to the Quality Council's success and vision.

Attendance at the local tours of Winland and Dotson was very high, and these types of programs seemed to be the best received. The program in December was a collaboration of excellent local professional resource groups including the Professional Development Association (PDA), The Southern Minnesota Executive Leadership Institute, Women Executives in Business (WEB), the Society of Manufacturing Engineers (SME), the National Society for Professional Engineers, and the American Society for Quality Control (ASQC). All of these groups gave presentations of their calendar of events and their missions. The event was not well attended, but was very educational for all members present.

The March educational conference as held at the Garden Inn in Mankato and lasted a half day. This conference featured the book "Bringing out the Best in People" by Aubrey Daniels with each attendee receiving a copy. This was a great way to sustain the ideas learned at the conference. We were also very grateful to Dave Timm (Atlantis Plastics) and Lee Anderson (Partners for Change) for contributing to this program content as speakers. They donated many hours of preparation and planning time to help make this conference a success. The cost for the program was \$50.00 per person with group discounts. We came out even on this conference.

Manpower's program in January was very educational. They showed members an example of how they successfully implemented ISO 9002. Once again Manpower showed us the way to quality!

The City of Mankato toured us through their new facility in May which was very exciting and informative to our members.

November 1997 – August 1998

November - Winland Electronics tour – 36
December - Professional Organizations Networking Meeting – 22
January - ISO 9002 – Manpower
February - Dotson Company tour – “ISO – a Year after Certification”
March - Conference “Getting the most from your Employees without Hiring” with *Atlantis Plastics and Partners for Change* – 34
April - No program
May - City of Mankato Tour

1998 – 99 Tentative Plans for Programs

October 22: Annual Celebration of Quality Banquet
November 12: MSU Internships
December 10: Coloplast tour
January 14: On-site visit of company using interns
February 11: School to Work program – District 77/Apprenticeship & Internship programs
March 11: Jones Metal/Schwickerts tour
April 15: Interview skills
May 13: Training & Orientation Methods
June: Annual Golf Outing
August 12: OPEN for suggestions
September 16: Annual Membership Meeting

Communications, Public Relations

Members: Jeff Poole, Chair KEYC TV
 David Cowan Mankato State University
 Jane Bradley-Durfee Mankato State University
 Vivian Siemer V-Tek
 Shayne Narjes South Central Technical College

Mankato Area Council for Quality Public Relations Committee Annual Report

Jeff Poole, Committee Chair

The Public Relations Committee is working toward bringing greater community awareness of the MACQ to its members and to the public through several outlets.

A year-long commitment to Connect Business Magazine assures recognition from our primary demographic concern, area business. Thanks to Ed Fahrforth for spearheading this project. The ad looks great. Further plans for print advertising include promoting our events in the Home Magazine and the Free Press, each in their free community service sections.

We have also utilized the services of KEYC-TV over the last year. In February, Dave Cowan and Jane Bradley-Durfee appeared on "Update with Elaine" and discussed our Workforce Management Conference. Along with this, 22 thirty-second public service announcements on that same topic ran that week. In August, Gloria Rasmussen and Vern Carstensen discussed general information in Elaine's program and the PSA's were generic in topic. See me if you're interested in video copies of any of these programs.

Studio 12 has agreed to produce, at no charge, a short video presentation highlighting the MACQ and its services. This can be used for display purposes at events like the Business Expo. This video will also be useful as a visual aid for informational talks by our people to service groups, classrooms or any group who may be interested in our activities.

Another project the PR committee will continue to address will be the formulation and implementation of a survey asking area business various questions. While working through Jim Mulvihill of SCTC, students will survey, by phone, businesses in our area. The results should provide insight into how we can better connect with the people who could benefit from our services.

Other projects of note include looking into changing our WEB address to a more memorable one. We will also consider producing educational event brochure inserts and yearly calendars benefiting board members and the public.

With a little effort, we can establish name recognition. This coupled with continuing first rate events will provide positive name recognition that will solidify the MACQ.