Mankato Area Council for Quality
Annual Report
2007 – 2008

Prepared by the
MACQ Board of Directors
September 16, 2008
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MACQ Membership - 2008

**Life Member:**
City of Mankato - Shelly Schulz

**Honorary Life Member:**
Carstensen Enterprises, Inc. - Vern Carstensen
David Cowan – Individual, MSU

**Corporate Members:**
Ameripride - Dennis Begalle
Ameristar Manufacturing, Inc. - John Sacco
American Engineering Testing, Inc. - Greg Guyer
Avery Weightronix, LLC - Gene Tonne
Blue Earth County - Dennis McCoy
Coloplast Manufacturing US, LLC - Marilyn Larson
Corporate Graphics International - Kathy Gleason
Dotson Company, Inc. - Jed Falgren
Greater Mankato Growth - Julie Nelson
Itron
ISJ-Mayo Health Systems - Ann Ripley
Jerry’s Body Shop - Geralyn Kottschade
Kato Engineering - Jeffrey Halla
KEYC TV - Jeff Poole
Lifeworks - Kristi Powers
Manpower, Inc. - Gloria Zachow
MICO, Inc. - Ginny Jordan
MRCI - Pam Year
Minnesota Elevator - Dan Behrens
Minnesota State University - Mankato - Carol Stalkkamp
Perfecseal - Brian Emerson
Pier Pleasure, Inc. - Todd Perkins
Rasmussen College - Amy Ites

**Individual Members:**
Glassel Consulting - Al Glassel
Minnesota Technology, Inc. - Richard Pedersen
Northstar Quality, Inc. - John Moorhouse
Thin Film Technology - Chris Sturm

SCC - Mark Kluender
V-TEK - Peggy Anderson
Valley Bank - Keith Boleen
Voyager Bank - Matt Chmielewski
Voyaguer Web - Yvonne Cariveau
Winland Electronics, Inc. - Eric Raverty
Mankato Area Council for Quality

Board of Directors

Officers

PRESIDENT
Matt Chmielewski
Voyager Bank
101 N 2nd Street
Mankato, MN 56001
(work) 625-8721
mattchmielewski@voyagerbank.com

VICE PRESIDENT
Amy Ites
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SECRETARY
Carol Stallkamp
Minnesota State Mankato
309 Wigley Administration Center
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(work) 389-1111
Carol.stallkamp@mnsu.edu

TREASURER
Gloria Zachow
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111 Star St., Suite 110
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(work) 345-4201
Gloria.zachow@na.manpower.com

HISTORIAN
David Cowan
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(fax) 389-1092
(cell) 327-8512 or 381-2312
david.cowan@mnsu.edu
Directors

Jeffrey Halla
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345-2819
Jeffrey.halla@lsusa.com

Matt Chmielewski
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Shelly Schultz
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sschulz@city.mankato.mn.us

Dennis Begalle
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KEYC TV
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Mark Kluender
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david.cowan@mnsu.edu

Dick Pedersen
Minnesota Technology, Inc.
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Owatonna, MN 55060
(work) 455-5866
dpedersen@mntech.org

Eric Raverty/Brian Smith
Winland Electronics, Inc.
1950 Excel Drive
Mankato, MN 56001
(work) 625-7231
ebraverty@winland.com

Carol Stallkamp
MSU Office of the President
309 Wiegley Administration Center
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(work) 389-1111
carol.stallkamp@mnsu.edu

Al Glassel
Glassel Consulting
1474 Howard St.
St. Peter, MN 56082
(work) 934-5572
aglass@hickorytech.net

Peggy Anderson
V-tek, Inc.
PO Box 3104
Mankato, MN 56002
387-2039
p.anderson@vtekusa.com

Christi Prust
ALMC
404 W Foortain
Albert Lea, MN 56007
377-6267
prust.christine@mayo.edu

Dan Behrens
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19336 607th Avenue
Mankato, MN 56001
245-4204
behrensd@minnesotaelevator.com

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200 W. Rock St.
Mankato, MN 56001
(work) 345-5018, ext. 222
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Amy Ites
Rasmussen College
130 St. Andrews Drive
Mankato, MN 56001
625-6556
amy.ites@rasmussen.edu

Kristi Powers
Lifeworks
1804 Commerce Drive
North Mankato, MN 56003
625-7522
kpowers@lifeworks.org

Matt Maes
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739 Beaver Avenue
Mankato MN 56001
344-2257
mmaes@wm.com

Virginia (Ginny) Jordan
MICO, Inc.
1911 Lee Boulevard
North Mankato MN 56003
625-6426
gjordan@mico.com

Ann Ripley
ISJ Mayo Health System
1025 Marsh Street
Mankato MN 56001
385-4665
ripley.ann@mayo.edu
<table>
<thead>
<tr>
<th>Name</th>
<th>Term</th>
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<tbody>
<tr>
<td>Peggy Anderson</td>
<td>October 2008</td>
</tr>
<tr>
<td>Jeff Poole</td>
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<tr>
<td>Carol Stallkamp</td>
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<tr>
<td>Vacant</td>
<td>October 2009</td>
</tr>
<tr>
<td>Matt Chmielewski</td>
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<tr>
<td>Gloria Zachow</td>
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<tr>
<td>Dick Pedersen</td>
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<td>Jed Falgren</td>
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<td>Amy Ites</td>
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<tr>
<td>Shelly Schulz</td>
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<td>Kristi Powers</td>
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<tr>
<td>Dennis Begalle</td>
<td>October 2010</td>
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<td>Brian Smith</td>
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<td>David Cowan</td>
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<tr>
<td>Ann Ripley</td>
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<td>Jeff Halla</td>
<td>October 2010</td>
</tr>
<tr>
<td>Christi Prust</td>
<td>October 2010</td>
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<tr>
<td>Mark Kluender</td>
<td>October 2010</td>
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<tr>
<td>Matt Maes</td>
<td>October 2010</td>
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# Mankato Area Council for Quality

**Standing Committees**

## 2007-2008

### Planning & Operations
- Matt Chmielewski (Chair)
- Amy Ites
- Carol Stallkamp
- Gloria Zachow
- David Cowan

### Board of Examiners
- Peggy Anderson (Chair)
- David Cowan
- Jeff Poole
- Amy Ites
- Matt Chmielewski

### Training & Education
- Amy Ites (Chair)
- Mark Kluender
- Jed Falgren
- Kristi Powers
- Ann Ripley
- Dick Pedersen
- Al Glassel
- Shelly Schulz
- Ginny Jordan

### Annual Banquet Committee
- Peggy Anderson (Chair)
- Jeff Poole
- Amy Ites
- Matt Chmielewski

### Membership & Funding
- Dan Behrens (Chair)
- Dennis Begalle
- Matt Chmielewski
- Matt Maes
- Jeff Halla
- Eric Raverty
- Brian Smith

### Public Relations/Recognition/Awards
- Peggy Anderson (Chair)
- Amy Ites
- Christi Prust
- David Cowan
- Jeff Poole
- Matt Chmielewski
Mankato Area Council for Quality
Standing Committees

Planning and Operations Committee
- Set a budget for approval at the Annual Member Meeting.
- Coordinate strategic planning meetings to set yearly goals and operational plans.
- Keep Vision, Mission, and Bylaws in forefront for board members.
- Coordinate presentations before community groups.
- Ensure that all official documents of MACQ are properly maintained and secured.
- Coordinate Annual Member Meeting.

Education & Training Committee
- Schedule educational programs and submit to PR chair so that they can be publicized.
- Identify, develop, schedule, coordinate, and promote quality improvement training.
- Provide host and other methods to help program attendees meet and network at meetings (name tags, introductions, etc.)
- Place message on voice mail and update for every meeting in a timely manner.
- Check voice mail messages and RSVP’s and get back to food service.
- Provide list of attendees to Membership Committee chair for follow-up.

Membership & Funding Committee
- Provide secretary with new member information, renewal information, and mailing list.
- Bill membership renewals.
- Recruit new members.
- Raise funds for the organization.
- Issue membership certificates.

Public Relations/Recognition/Awards
- Publicize all activities of the Council as needed.
- Coordinate media communications as needed.
- Promote MACQ’s vision and increase awareness and recognition of MACQ.
- Attend community events as needed to promote networking with other groups.
- Work with other committees as needed.
- Oversee the work of the subcommittees:

Annual Banquet Committee
- Recognize award recipients and acknowledge the past year’s awards.
- Prepare and present a budget for the October banquet.
- Plan and host the recognition banquet.

Board of Examiners
- Set standards for awards.
- Set timelines for nominations.
- Solicit nominations for:
  - Above and Beyond awards – on-going
  - Corporate Awards
Mankato Area Council for Quality
Planning & Operations Committee

Members: Matt Chmielewski, Chair
         Amy Ites
         Gloria Zachow
         Carol Stallkamp
         David Cowan

The focus of planning for 2007 - 2008 was to:

♦ Keep a firm hold of our core MACQ members
♦ Strengthen our Board of Directors
♦ Discuss marketing for our 20th anniversary celebration in 2009
♦ Partner with ASQ on an annual event

This was achieved by the following <1> Have meeting at the same place (Holiday Inn) and time of month (2nd Tuesday at 11:30) for consistency <2> Site visits to existing MACQ members <3> Roundtable <4> Plaque/marketing letter/focus on growth in 2009 <5> John Tschohl

The committee reports that follow summarize in more detail the year’s activities and board member contributions in support of the MACQ.

Submitted by:

Matt Chmielewski
President, MACQ
Mankato Area Council for Quality  
P.O. Box 256  
Mankato, MN  56001

2007 – 2008 Annual Treasurer’s Report

Gloria Zachow - Treasurer

<table>
<thead>
<tr>
<th><strong>REVENUES</strong></th>
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<tr>
<td>Balance Forwarded</td>
<td>$ 6,169.02</td>
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<tr>
<td>Annual Membership Income</td>
<td>$ 3,540.00</td>
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<tr>
<td><strong>Total Revenue</strong></td>
<td>$ 9,709.02</td>
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<tr>
<th><strong>EXPENSES</strong></th>
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<tbody>
<tr>
<td>MACQ Annual Banquet</td>
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<tr>
<td>MACQ Annual Meeting</td>
<td>$ 211.00</td>
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<td>Mankato Chamber Dues</td>
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<td>GMED Dues</td>
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<td>Voice Mail</td>
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<td>Printing/Supplies</td>
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<td>PO Box Rental</td>
<td>$ 92.00</td>
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<tr>
<td>Insurance/bonding</td>
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<td>Web Domain</td>
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<td>Advertising</td>
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<td>Misc. (Postage, Flowers)</td>
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<td><strong>Total Expenses</strong></td>
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<tr>
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<tr>
<td></td>
<td>$ 6,179.82</td>
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<th><strong>SAVINGS BALANCE</strong></th>
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<tr>
<td></td>
<td>$ 597.82</td>
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## 2008 – 2009 Planned Budget

Gloria Zachow - Treasurer

<table>
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<th>REVENUES</th>
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<tbody>
<tr>
<td>Balance Forwarded</td>
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<tr>
<td>Annual Membership Income</td>
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<td><strong>Total Revenue</strong></td>
<td>$ 10,679.82</td>
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<table>
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<tr>
<th>EXPENSES</th>
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<tbody>
<tr>
<td>MACQ Annual Banquet</td>
<td>$ 1,000.00</td>
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<td>MACQ Annual Meeting</td>
<td>$ 200.00</td>
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<td>GMG</td>
<td>$ 325.00</td>
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<td>Insurance/bonding</td>
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<td>$ 200.00</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td>$ 5,071.82</td>
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| BALANCE                         | $ 5,608.00 |

| SAVINGS BALANCE                 | $ 600.00  |
The goal for 2008 was to solidify what we had internally with the members we had in place. To make sure our current members knew what we stood for and to ask them what MACQ means to them. We have also talked with other manufacturers that are not currently involved in MACQ and the response has been very positive for 2009.

Membership has been focusing in on the 20th anniversary membership drive, which will start in November with our marketing mailing and follow up. Our goal is to reach at least 40 Corporate Members in 2009.

Current Membership Status
Life Members 1
Corporate Members 29
Individual Members 4
Honorary Life Members 2

Respectfully Submitted,
Dan Behrens
September 16th, 2008
Mankato Area Council for Quality
Training and Education Committee

Members:  Amy Ites, Chair
Mark Kluender
Shelly Schulz
Krishi Powers
Al Glassel
Ginny Jordan
Dick Pedersen
Al Glassel
Jed Falgren

On March 13th, 2008 MACQ and ASQ held a joint seminar/discussion. The topic was “Achieving Excellence through customer service” and the speaker was John Tschohl, a nationally recognized customer service speaker. The event was held at South Central College in the Heritage Hall.

We also had the following speakers come to our monthly meetings

Al Glassel (Glassel Consulting)
Beth Conway (I&S Group)
Gary Feichtinger (Innovative Office Solutions)
Jonathan Zierdt (Greater Mankato Growth)
Pat Remfert (Remfert & Associates)
Shawn Schlueter (All American Foods)
Todd Snell (Snell Motors)
Troy Werk (Wells Fargo Business Banking)

Respectfully submitted,

Amy Ites
Education committee
Mankato Area Council for Quality
Mankato Area Council for Quality
Public Relations Committee Report
September 2008

Members:
Peggy Anderson, Chair
Christi Prust
David Cowan
Jeff Poole
Amy Ites
Matt Chmielewski

Highlights:
David Cowan arranged and coordinated to have “Above and Beyond” recipients receive their awards by MACQ President for:
- Thomas Thompson—Clements Auto
- Dean Bergene – Tractor Supply
- Lloyd Miller – Prudential Action Realty
- Joseph Orchard—MSU/MACQ Support

Advertised with GMED/The Free Press and e-mailed flyers to MACQ and ASQ Hiawatha Section membership for the “Achieving Excellence Through Customer Service” presented by John Tschohl. The event was held March 13, 2008.

Also this year MACQ has been holding presentations from local organizations and members on different quality topics during the monthly board meetings. These meetings are being held the second Tuesday of each month at the Holiday Inn downtown.

Sent request for corporate quality award applications to interested businesses.

The PR Committee is now planning and making the arrangements for the October Quality Banquet.

Submitted by:
Peggy Anderson
Public Relations Chair
Mankato Council for Quality
Mankato Area Council for Quality
Annual Report - Corporate Award Board of Examiners

Members: Peggy Anderson, Chair
          Matt Chmielewski
          Jeff Poole
          David Cowan

October 2007 - Annual Banquet
  – Corporate Awards were presented to the following:
    Lifeworks
  – ISO 9001:2000 Plaque was presented to the following:
    Itron, Inc.
    Avery Weightronix, LLC
  – Five “Above and Beyond” Certificates were presented.
    • Ken Ambrose, D.V.M.—Minnesota Valley Pet Hospital
    • Jennifer Burman-Can Do Clothing Alterations
    • Bo Greig—MSU MavCard Desk
    • James Simpson, D.D.S.—Family Dentist P.A.
    • Irina Simpson—Family Dentist P.A.

February 2008
  – Presented Corporate Award Letter during distribution of the membership certificates.

June and July 2008
  – Received requests and answered questions for MACQ information.
  – No Corporate Award interest letters have been received, working with board members to find interested organizations.

August and September 2008
  – “Quality Award” nomination was submitted and accepted for All American Foods.
   The Thro Company was selected as the 2008 Professional Service Corporate Award Winner
   Eide Bailly was selected as the 2008 Professional Service Corporate Award Winner.
   Rasmussen College was selected as the 2008 Educational Institutional Corporate Award Winner

  – Planning and operations committee met to discuss and finalize items for the Annual Awards Banquet
    to be held Oct. 16, 2008 at South Central College.

Submitted by:

Peggy Anderson
Board of Examiners
Mankato Council for Quality