

*Mankato Area Council for Quality  
Annual Report  
2007 – 2008*



*Prepared by the  
MACQ Board of Directors  
September 16, 2008*

# *Contents*

2006 – 2007 Membership Roster.....	3
2006 – 2007 Board of Directors Roster.....	4 – 5
2006 – 2007 Board of Directors Terms.....	6
2006 – 2007 Standing Committees.....	7
Standing Committees.....	8

## Treasurer’s Report:

Planning & Operations Committee Report.....	9
2006 – 2007 Annual Report.....	10
2007 – 2008 Planned Budget.....	11
Membership & Funding Committee Report.....	12
Public Relations/Recognition/Awards Committee Report..	13
Training & Education Committee Report.....	14
Board of Examiners Report.....	15

## **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**-Geraldyn 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 Stallkamp

**Perfecseal**-Brian Emerson

**Pier Pleasure, Inc.**-Todd Perkins

**Rasmussen College**-Amy Ites

**SCC**-Mark Kluender

**V-TEK**-Peggy Anderson

**Valley Bank**-Keith Boleen

**Voyager Bank.**-Matt Chmielewski

**Voyager Web**-Yvonne Cariveau

**Winland Electronics, Inc.**-Eric Raverty

### **Individual Members:**

**Glassel Consulting**-Al Glassel

**Minnesota Technology, Inc.**-

Richard Pedersen

**Northstar Quality, Inc.**-John

Moorhouse

**Thin Film Technology**-Chris Sturm

# Mankato Area Council for Quality

## Board of Directors

### Officers

#### **PRESIDENT**

Matt Chmielewski  
Voyager Bank  
101 N 2<sup>nd</sup> Street  
Mankato, MN 56001  
(work) 625-8721  
[mattchmielewski@voyagerbank.com](mailto:mattchmielewski@voyagerbank.com)

#### **VICE PRESIDENT**

Amy Ites  
Rasmussen College  
130 St. Andrews Drive  
Mankato, MN 56001  
(work) 625-6556  
[amy.ites@rasmussen.edu](mailto:amy.ites@rasmussen.edu)

#### **SECRETARY**

Carol Stallkamp  
Minnesota State Mankato  
309 Wigley Administration Center  
Mankato, MN 56001  
(work) 389-1111  
[Carol.stallkamp@mnsu.edu](mailto:Carol.stallkamp@mnsu.edu)

#### **TREASURER**

Gloria Zachow  
Manpower  
111 Star St., Suite 110  
Mankato, MN 56001  
(work) 345-4201  
[Gloria.zachow@na.manpower.com](mailto:Gloria.zachow@na.manpower.com)

#### **HISTORIAN**

David Cowan  
Minnesota State University, Mankato  
WC 358  
Mankato, MN 56001  
(work) 389-6931  
(fax) 389-1092  
(cell) 327-8512 or 381-2312  
[david.cowan@mnsu.edu](mailto:david.cowan@mnsu.edu)

## Directors

Jeffrey Halla  
Kato Engineering, Inc.  
P.O. Box 8447  
Mankato, MN 56002-8447  
345-2819  
[Jeffrey.halla@lsusa.com](mailto:Jeffrey.halla@lsusa.com)

Dennis Begalle  
AmeriPride Linen & Apparel Services  
1290 S. Victory Dr.  
Mankato, MN 56001  
(work) 345-1039  
[dennis.begalle@ameripride.org](mailto:dennis.begalle@ameripride.org)

Gloria Zachow  
Manpower  
111 Star Street, Suite 110  
Mankato, MN 56001  
(work) 345-4201  
[Gloria.zachow@na.manpower.com](mailto:Gloria.zachow@na.manpower.com)

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

Peggy Anderson  
V-tek, Inc.  
PO Box 3104  
Mankato, MN 56002  
387-2039  
[p.anderson@vtekusa.com](mailto:p.anderson@vtekusa.com)

Jed Falgren  
Dotson Company, Inc.  
200 W. Rock St.  
Mankato, MN 56001  
(work) 345-5018, ext. 222  
[jfalgren@dotson.com](mailto:jfalgren@dotson.com)

Matt Maes  
Waste Management of MN  
739 Beaver Avenue  
Mankato MN 56001  
344-2257  
[mmaes@wm.com](mailto:mmaes@wm.com)

Matt Chmielewski  
Voyager Bank  
101 N Second Street  
Mankato, MN 56001  
625-8721  
[mattchmielewski@voyagerbank.com](mailto:mattchmielewski@voyagerbank.com)

Jeff Poole  
KEYC TV  
1570 Lookout Dr.  
North Mankato, MN 56003  
(work) 625-7905  
[tvjeff@keyc.com](mailto:tvjeff@keyc.com)

David Cowan  
Minnesota State University  
Wiecking Room 358  
Mankato, MN 56001  
(work) 389-6931  
[david.cowan@mnsu.edu](mailto:david.cowan@mnsu.edu)

Carol Stallkamp  
MSU Office of the President  
309 Wigley Administration Center  
Mankato, MN 56001  
(work) 389-1111  
[carol.stallkamp@mnsu.edu](mailto:carol.stallkamp@mnsu.edu)

Christi Prust  
ALMC  
404 W Foortain  
Albert Lea, MN 56007  
377-6267  
[prust.christine@mayo.edu](mailto:prust.christine@mayo.edu)

Amy Ites  
Rasmussen College  
130 St. Andrews Drive  
Mankato, MN 56001  
625-6556  
[amy.ites@rasmussen.edu](mailto:amy.ites@rasmussen.edu)

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

Shelly Schultz  
City of Mankato  
10 Civic Center Plaza  
Mankato, MN 56001  
387-8516  
[sschulz@city.mankato.mn.us](mailto:sschulz@city.mankato.mn.us)

Mark Kluender  
South Central College  
1920 Lee Blvd.  
North Mankato, MN 56003  
(work) 389-7387  
[mark.kluender@southcentral.edu](mailto:mark.kluender@southcentral.edu)

Dick Pedersen  
Minnesota Technology, Inc.  
1065 24<sup>th</sup> Ave. SW  
Owatonna, MN 55060  
(work) 455-5886  
[dpedersen@mntech.org](mailto:dpedersen@mntech.org)

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

Dan Behrens  
Minnesota Elevator, Inc.  
19336 607<sup>th</sup> Avenue  
Mankato, MN 56001  
245-4204  
[behrend@minnesotaelevator.com](mailto:behrend@minnesotaelevator.com)

Kristi Powers  
Lifeworks  
1804 Commerce Drive  
North Mankato, MN 56003  
625-7522  
[kpowers@lifeworks.org](mailto:kpowers@lifeworks.org)

Ann Ripley  
ISJ Mayo Health System  
1025 Marsh Street  
Mankato MN 56001  
385-4665  
[ripley.ann@mayo.edu](mailto:ripley.ann@mayo.edu)

# Mankato Area Council for Quality Board of Directors Terms 2007-2008

Peggy Anderson	October 2008
Jeff Poole	October 2008
Carol Stallkamp	October 2008
Al Glassel	October 2008
Eric Raverty	October 2008
Virginia Jordan	October 2008
Dan Behrens	October 2008
Vacant	October 2009
Matt Chmielewski	October 2009
Gloria Zachow	October 2009
Dick Pedersen	October 2009
Jed Falgren	October 2009
Amy Ites	October 2009
Shelly Schulz	October 2009
Kristi Powers	October 2009
Dennis Begalle	October 2010
Brian Smith	October 2010
David Cowan	October 2010
Ann Ripley	October 2010
Jeff Halla	October 2010
Christi Prust	October 2010
Mark Kluender	October 2010
Matt Maes	October 2010

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 20<sup>th</sup> 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 (2<sup>nd</sup> 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**

<b><u>REVENUES</u></b>	
<b>Balance Forwarded</b>	\$ 6,169.02
Annual Membership Income	\$ 3,540.00
<b>Total Revenue</b>	<b>\$ 9,709.02</b>
<b><u>EXPENSES</u></b>	
MACQ Annual Banquet	\$ 557.35
MACQ Annual Meeting	\$ 211.00
Mankato Chamber Dues	\$ 225.00
GMED Dues	\$ 100.00
Voice Mail	\$ 112.35
Printing/Supplies	\$ 1,147.94
PO Box Rental	\$ 92.00
Insurance/bonding	\$ 114.82
Web Domain	\$ 30.00
Advertising	\$ 782.46
Misc. (Postage, Flowers)	\$ 156.28
<b>Total Expenses</b>	<b>\$ 3,529.20</b>
<b>BALANCE</b>	
	<b>\$ 6,179.82</b>
<b>SAVINGS BALANCE</b>	
	<b>\$ 597.82</b>

**Mankato Area Council for Quality  
P.O. Box 256  
Mankato, MN 56001**

**2008 – 2009 Planned Budget**

**Gloria Zachow - Treasurer**

<b>REVENUES</b>	
Balance Forwarded	\$ 6,179.82
Annual Membership Income	\$ 4,500.00
<b>Total Revenue</b>	<b>\$ 10,679.82</b>
<b>EXPENSES</b>	
MACQ Annual Banquet	\$ 1,000.00
MACQ Annual Meeting	\$ 200.00
GMG	\$ 325.00
Voice Mail	\$ 110.00
Printing/Supplies	\$ 2,000.00
PO Box Rental	\$ 92.00
Insurance/bonding	\$ 114.82
Web Domain	\$ 30.00
Web Maintenance	\$ 200.00
Advertising	\$ 1,000.00
<b>Total Expenses</b>	<b>\$ 5,071.82</b>
<b>BALANCE</b>	<b>\$ 5,608.00</b>
<b>SAVINGS BALANCE</b>	<b>\$ 600.00</b>

# **Mankato Area Council for Quality Membership & Funding Committee**

Committee Members: Dan Behrens (Chair)  
Dennis Begalle  
Eric Raverty  
Brian Smith  
Matt Maes  
Jeff Halla  
Matt Chmielewski

**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 20<sup>th</sup> 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 16<sup>th</sup>, 2008

## **Mankato Area Council for Quality Training and Education Committee**

**Members:** Amy Ites, Chair  
Mark Kluender  
Shelly Schulz  
Kristi 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