

## 2004-2005 MACQ Board of Directors

Peggy Anderson  
V-Tek, Inc.  
& MACQ President  
Ed Fahrforth  
MACQ Vice President  
Christi Prust  
ISJ-Mayo Health System  
& MACQ Secretary  
Gloria Zachow  
Manpower, Inc.  
& MACQ Treasurer  
David Cowan  
Minnesota State University, Mankato  
& MACQ Historian

Directors:  
Dennis Begalle, AmeriPride Linen & Apparel Services  
Betty Boots, Coloplast Corp.  
Connie Borchert, Mankato Screw Products  
Vern Carstensen, Carstensen Enterprises, Inc.  
Jane Carter, SCTC  
Jed Falgren, Dotson Company, Inc.  
Al Glassel, Glassel Consulting  
Amy Ites, Lifeworks  
Susan Kennedy Ostendorf, Midwest Wireless  
Dick Pedersen, Minnesota Technology, Inc.  
Jeff Poole, KEYC-TV  
Jeff Halla, Kato Engineering, Inc.  
Shelly Schulz, City of Mankato  
Brian Smith, Mankato Kasota Stone  
Carol Stallkamp, Minnesota State University, Mankato  
William Vikter, JOI-Mankato Operations  
Marty Saigh

### MACQ Past Presidents

Ray Tuomala, CWC	1988-89
Jerry Johnson, CWC	1989-90
Bill Warmack, South Central Technical College	1990-91
Joel Fridgen, Carlson Craft - Social Division	1991-92
Neal Benson, Kato Engineering, Inc.	1992-93
David Cowan, Minnesota State University	1993-94
Missi Priest, CWC	1994-95
David Oliver, Immanuel-St. Joseph's Hospital	1995-96
Jodi Miller, Kato Engineering, Inc.	1996-97
Ed Fahrforth, Waste Management	1997-98
Gloria Rasmussen, Manpower, Inc.	1998-99
John Daninger, Jones Metal Products	1999-2000
Susan Kennedy, Midwest Wireless	2000-2001
Susan Kennedy, Midwest Wireless	2001-2002
Julie Nelson, Greater Mankato Economic Development Corp.	2002-2003
Peggy Anderson, V-Tek, Inc.	2003-2004

“Customers don’t care how much you know until they know how much you care.”



For additional information about the Council and its services write:  
**Mankato Area Council For Quality**  
P.O. Box 256, Mankato, MN 56002-0256 or call voice mail at 387-8890.  
World Wide Web site: [www.mankatoquality.org](http://www.mankatoquality.org)



### Vision

*To be the Malcolm Baldrige of quality councils!*

[Refers to quality movement efforts incorporated within the Malcolm Baldrige National Quality Award issued annually by the U.S. Department of Commerce. That national award was created by Congress in 1987 and represents a benchmark or standard designed to improve the quality and international competitiveness of U.S. firms. The late Malcolm Baldrige was a charismatic Secretary of the U.S. Department of Commerce and a successful businessman. Minnesota firms awarded the Baldrige Award include Custom Research, Zytec Corporation, IBM–Rochester and 3M–Dental Unit.]

### Mission

To promote quality by providing:

- ∞ KNOWLEDGE for improved community.
- ∞ RECOGNITION of excellence.
- ∞ OPPORTUNITY to learn and network.

### Goals & Objectives

#### Increase awareness of Quality Process & Concepts

1. Provide quality training for members.
2. Create an environment that models quality processes.
3. Encourage and support the professional development of MACQ members.
4. Provide access to current information and trends in quality concepts.
5. Identify educational needs of MACQ members.

#### Recognize Quality Performance

1. Identify quality companies.
2. Identify individuals who exemplify quality practices.
3. Honor quality performers.
4. Increase media recognition of quality companies and individuals.

#### Provide access to Quality resources

1. Identify quality resource needs.
2. Identify available quality resources.
3. Expand electronic access to information.
4. Secure funds to purchase needed resources.
5. Coordinate sharing of resources among MACQ members.

# Quality Recognition and Awards Banquet



Mankato Area Council for Quality  
*Sixteenth Annual Celebration of Quality Initiatives*

Country Inn and Suites

(Hwy 22 and 14)

Thursday, October 20, 2005

October is Celebrated Nationally as “Quality Month.”

## Mankato Area Council for Quality

Nothing is easy and getting people to recognize and promote the quality work they do is a challenge. Our Quality Council was created to provide a hub for the sharing of ideas and experiences of how to ensure quality in the workplace.

Local businesses, governmental agencies, and educational institutions have provided key support enabling the Council to sponsor quality seminars throughout the year, implement a multi-faceted local awards program, and develop a resource library on quality concepts and techniques.

## Quality Recognition & Awards Banquet Program

### Greetings from the Quality Council

- Master of Ceremonies:  
*Shelly Schulz*, City of Mankato

### Dinner is Served

- **Jonathan Zierdt**  
Greater Mankato Economic Development Corporation



### Corporate Award & Presentation

- ∞ Immanuel St. Joseph's-Mayo Health System

### ISO 9001:2000 Award Plaques

These companies and their employees achieved a remarkable feat in earning certification as an "ISO-9001:2000" business. Worldwide benchmarks have been established for firms competing in the international marketplace. ISO 9000/2000 (International Standards of Organization) requirements stress quality design, production processes, reliability and customer satisfaction.

- ∞ Corporate Graphics International

### "Above and Beyond" Certificate Honorees

#### MACQ Plaque Recipients

- ∞ Leadership Award – Peggy Anderson  
V-Tek, Inc.
- ∞ Service Award – Amy Ites  
Lifeworks Services

- Master of Ceremonies

## Annual Corporate Award Immanuel St. Joseph's-Mayo Health System

### Past Corporate and Institutional Award Winners

**1991**  
*Corporate Award:*  
*Service*  
CWC (Clear with Computers)

*Corporate Award:*  
*Manufacturing*  
Carlson Craft - Commercial Division

**1992**  
*Corporate Award:*  
*Retail Service (Restaurants)*  
Vincent Wang Restaurants

*Corporate Award:*  
*Manufacturing*  
Jones Metal Products, Inc.

*Corporate Award:*  
*Retail Service (Wholesale Food)*  
CUB Foods

*Corporate Award:*  
*Professional Service*  
Chesley, Kroon and Chambers Law Firm

*Corporate Award:*  
*Health and Social Services*  
Immanuel-St. Joseph's Hospital

*Corporate Award:*  
*Educational Institution*  
Printing Services Department -  
Mankato State University

**1993**  
*Corporate Award:*  
Mankato Public Schools -  
Independent School District #77  
Target Stores - Mankato  
Corporate Graphics International  
Mankato Corporation  
3M - New Ulm  
Roadway Express

**1994**  
*Corporate Award:*  
Kato Engineering, Inc. -  
Division of Reliance Electric  
V-Tek, Inc.  
Spartech Plastics

**1995**  
*Corporate Award:*  
Postal Services Department -  
Mankato State University

**1996**  
*Corporate Award:*  
QDC, Inc. (Quality Disk Copy)

**1997**  
*Corporate Award:*  
City of Mankato  
Manpower, Inc.

**1998**  
*Corporate Award:*  
Taco Bell  
Jerry's Body Shop

**1999**  
*Corporate Award:*  
Lager's Chrysler World  
Winland Electronics, Inc.

**2000**  
*Corporate Award:*  
Snell Motors, Inc.  
The Dotson Company

**2001**  
*Corporate Award:*  
House of Hope  
Midwest Wireless

**2002**  
*Corporate Award:*  
VoyageurWeb

**2003**  
*Corporate Award:*  
Kato Engineering, Inc.  
Century 21 Atwood Realty

**2004**  
*Corporate Award:*  
South Central Technical College

## 2005 "Above and Beyond" Certificate Honorees

**Kelly Hanson**, Manpower, Inc.  
**Alison Stoltz**, Kwik Trip  
**Heather Hall**, Midwest Wireless  
**Diane Nuemann**, Valley Bank  
**Myron Dummer**, Winland Electronics, Inc.  
**Dawn Schaefer**, Creative Ad Solutions, Inc.  
**Darold Schaefer**, R & R Tire Shop

### Past "Above and Beyond" Certificate Honorees

**Carla Anderson**, Menards  
**Vicki Overon**, V-Tek, Inc.  
**Brad Opsal**, Target  
**Cliff McCullough**, Perkins Family Restaurant  
**Jodie Hickey**, South Central Technical College  
**Barb Wandersee**, Corporate Graphics  
**Dominic Hess**, Voyageur Web  
**Dana Johnston**, Voyageur Web  
**Sue Zrust**, Happy Chef  
**Ali Raza**, The Shop, Minnesota State University,  
Mankato

### ISO 9000 Certification Honorees

∞ V-Tek, Inc. 1995  
∞ Spartech Plastics 1995  
∞ Kato Engineering, Inc. 1995  
∞ E.I. Microcircuits 1997  
∞ Condux International 1997  
∞ Taytronics (ISO 9001) 1997  
∞ Corporate Graphics International 1997  
∞ Graybar 1997  
∞ Dotson Company Inc. 1997  
∞ Manpower, Inc. 1997  
∞ MICO, Inc. 1998  
∞ Winland Electronics, Inc. 1999  
∞ Coloplast Corp., Skin Care Division 2000  
∞ Hubbard Feeds 2001  
∞ Perfecseal 2001  
∞ Express Personnel 2001  
∞ Mankato Screw Products 2002  
∞ Rolco, Inc. 2002  
∞ V-Tek, Inc. 2003  
∞ Winland Electronics, Inc. 2003  
∞ Mankato Kasota Stone 2003  
∞ Thin Film Technology Corporation 2004  
∞ Manpower, Inc. 2004

### MACQ "Quality Leadership" and "Quality Service" Plaque Recipients

Vernon "Sarge" Carstensen	1991	KEYC-TV (Superb Technical Support)	1998
Bill Warmack	1992	Ed Fahrforth (Leadership)	1999
Joel Fridgen	1993	Gloria Rasmussen (Service)	1999
Neal Benson	1994	Gloria Zachow (Leadership)	2000
Jodi Miller (Service)	1995	Bob Buland (Service)	2000
David Cowan (Leadership)	1995	Susan Kennedy (Leadership)	2001
Missi Priest (Leadership)	1996	Myron Dummer (Service)	2001
Gloria Rasmussen (Service)	1996	Susan Kennedy (Leadership)	2002
Vernon "Sarge" Carstensen [Director Extraordinaire]	1996	Marty Saigh (Service)	2002
Dave Oliver (Leadership)	1997	Julie Nelson (Leadership)	2003
John Daninger (Service)	1997	Marty Saigh (Service)	2003
Jodi Miller (Leadership)	1998	Peggy Anderson (Leadership)	2004
Jeff Poole (Service)	1998	David Cowan (Service)	2004