

## 2005-2006 MACQ Board of Directors

Christine Prust  
Albert Lea Medical Center-  
Mayo Health System  
& MACQ President

Ed Fahrforth  
Allied Waste  
& MACQ Vice President

Peggy Anderson  
V-Tek, Inc.  
& 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.  
Vern Carstensen, Carstensen Enterprises, Inc.  
Jane Carter, South Central College  
Jed Falgren, Dotson Company, Inc.  
Vicki Galli, Midwest Wireless  
Al Glassel, Glassel Consulting  
Jeffrey Halla, Kato Engineering, Inc.  
Amy Ites, Lifeworks  
Dick Pedersen, Minnesota Technology, Inc.  
Jeff Poole, KEYC-TV  
Shelly Schulz, City of Mankato/  
Mankato Public Schools  
Carol Stallkamp, Minnesota State University, Mankato

### 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
Peggy Anderson, V-Tek, Inc.	2004-2005

“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  
*Eighteenth Annual Celebration of Quality Initiatives*

Best Western  
(Hwy 169 N., North Mankato)  
Thursday, October 19, 2006

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

- Keynote Address — Denny Dotson  
CEO, Dotson Iron Castings



### Corporate Award & Presentation

- ∞ MRCI WorkSource

### 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.

- ∞ Ameristar Manufacturing, Inc.

### “Above and Beyond” Certificate Honorees

#### MACQ Plaque Recipients

- ∞ Leadership Award – Christine Prust  
Albert Lea Medical Center-Mayo Health System
- ∞ Service Award – Ed Fahrforth  
Allied Waste

- Closing Remarks — Master of Ceremonies

## Annual Corporate Award MRCI WorkSource

### Past Corporate and Institutional Award Winners

<p><b>1991</b> <i>Corporate Award: Service</i> CWC (Clear with Computers)</p> <p><i>Corporate Award: Manufacturing</i> Carlson Craft - Commercial Division</p>	<p><b>1996</b> <i>Corporate Award:</i> QDC, Inc. (Quality Disk Copy)</p>
<p><b>1992</b> <i>Corporate Award: Retail Service (Restaurants)</i> Vincent Wang Restaurants</p> <p><i>Corporate Award: Manufacturing</i> Jones Metal Products, Inc.</p> <p><i>Corporate Award: Retail Service (Wholesale Food)</i> CUB Foods</p> <p><i>Corporate Award: Professional Service</i> Chesley, Kroon and Chambers Law Firm</p> <p><i>Corporate Award: Health and Social Services</i> Immanuel-St. Joseph’s Hospital</p> <p><i>Corporate Award: Educational Institution</i> Printing Services Department - Mankato State University</p>	<p><b>1997</b> <i>Corporate Award:</i> City of Mankato Manpower, Inc.</p> <p><b>1998</b> <i>Corporate Award:</i> Taco Bell Jerry’s Body Shop</p> <p><b>1999</b> <i>Corporate Award:</i> Lager’s Chrysler World Winland Electronics, Inc.</p> <p><b>2000</b> <i>Corporate Award:</i> Snell Motors, Inc. The Dotson Company</p> <p><b>2001</b> <i>Corporate Award:</i> House of Hope Midwest Wireless</p> <p><b>2002</b> <i>Corporate Award:</i> VoyageurWeb</p> <p><b>2003</b> <i>Corporate Award:</i> Kato Engineering, Inc. Century 21 Atwood Realty</p> <p><b>2004</b> <i>Corporate Award:</i> South Central Technical College</p> <p><b>2005</b> <i>Corporate Award:</i> Immanuel St. Joseph’s- Mayo Health System</p>
<p><b>1993</b> <i>Corporate Award:</i> Mankato Public Schools - Independent School District #77 Target Stores - Mankato Corporate Graphics International Mankato Corporation 3M - New Ulm Roadway Express</p> <p><b>1994</b> <i>Corporate Award:</i> Kato Engineering, Inc. - Division of Reliance Electric V-Tek, Inc. Spartech Plastics</p> <p><b>1995</b> <i>Corporate Award:</i> Postal Services Department - Mankato State University</p>	

## 2006 “Above and Beyond” Certificate Honorees

Laurie Zimmerman, Winland Electronics, Inc.  
Rachael Mittelstaedt, Midwest Wireless  
Eric Woitas, Charter Communications  
Jesse & Tiffany Spiess, Mankato Tent & Awning  
Tom Neubert, Lloyd Lumber & Just Ask Rental  
Amy Sieberg, AmeriPride Services

### Past “Above and Beyond” Certificate Honorees

Kelly Hanson, Manpower, Inc.  
Alison Stoltz, Kwik Trip  
Heather Hall, Midwest Wireless  
Duane Nuemann, Valley Bank

Myron Dummer, Winland Electronics, Inc.  
Dawn Schaefer, Creative Ad Solutions, Inc.  
Darold Schaefer, R & R Tire Shop

### ISO 9000 Certification Honorees

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

## MACQ “Quality Leadership” and “Quality Service” Plaque Recipients

Vernon “Sarge” Carstensen	1991	Ed Fahrforth (Leadership)	1999
Bill Warmack	1992	Gloria Rasmussen (Service)	1999
Joel Fridgen	1993	Gloria Zachow (Leadership)	2000
Neal Benson	1994	Bob Buland (Service)	2000
Jodi Miller (Service)	1995	Susan Kennedy (Leadership)	2001
David Cowan (Leadership)	1995	Myron Dummer (Service)	2001
Missi Priest (Leadership)	1996	Susan Kennedy (Leadership)	2002
Gloria Rasmussen (Service)	1996	Marty Saigh (Service)	2002
Vernon “Sarge” Carstensen [Director Extraordinaire]	1996	Julie Nelson (Leadership)	2003
Dave Oliver (Leadership)	1996	Marty Saigh (Service)	2003
John Daninger (Service)	1997	Peggy Anderson (Leadership)	2004
Jodi Miller (Leadership)	1997	David Cowan (Service)	2004
Jeff Poole (Service)	1998	Peggy Anderson (Leadership)	2005
KEYC-TV (Superb Technical Support)	1998	Amy Ites (Service)	2005