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OPEO VISITORS



JOHN R. SCHRECONGOST, General Manager of the Off-Highway Vehicle Products Department, Charles M. Heiden, Manager of the Advanced Business Development and Support Operation, and Robert F. Heltman, Manager of Manpower Development and Recruiting for the Transportation Systems Business Division, visited our Plant this week to tour OPEO facilities and to review our plans and progress. OPEO was recently transferred from Chuck Heiden's Operation to Mr. Schrecongost's newly established department.

Photo shows (left to right) Mr. Heiden, Mr. Heltman, Mr. Schrecongost, Bruce Laumeister, and Pat Palmisano during their inspection tour of our production line.

QUALITY CONTROL RELATIONSHIP TO MANUFACTURING

Why is Quality Control a part of Manufacturing where it may appear that quantity is more important than quality?

Shouldn't Quality Control be independent of Manufacturing?

These and similar questions have been asked recently and can best be answered by examining the relationships of safety, production, quality and cost.

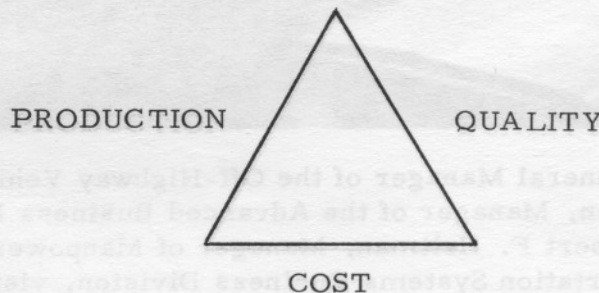


First of all, top consideration is always given to safety; both product safety and factory safety. Under no circumstances is safety sacrificed to increase production or minimize cost. The quality of the product as related to safety is always maintained to a high degree.

When any product is manufactured there must be a balance maintained between quality, production, and cost. Ideally it would be advantageous to have one inspector for every operator in the shop so that each operator's work could be checked 100%. The cost of such a plan, however, would be prohibitive, and the customer would not be willing to pay the extra price. What is the answer? The answer is to balance quality to cost through effective quality tools such as sampling plans, inspection tooling, operator inspection plans, etc.

Often it is said that all other factors are sacrificed for production. This is not true, because if quality is sacrificed the results of poor quality is eventually reflected through decrease in sales because of a poor quality reputation.

In conclusion then, it can be seen as illustrated by the triangle below that the balance of cost, quality and production should be maintained. One factor cannot be jeopardized for the benefit of the other factors. Quality Control and Manufacturing are therefore integrated and work as a unit to accomplish the proper cost-quality-production balance.



VIRGINIA MASLANKA, winner of the Quality Control Contest, was presented with the \$10 first prize this week. Her entry "Ride With Pride" was selected by the judges as the best of more than 50 submitted. Shown with Virginia as she receives her award are Joe Caruso (left) and Mike Anostario.



"RIDE WITH PRIDE" COMPETITION

Quality Control will sponsor a Group Competition as part of the "Ride with Pride" Program.

The purpose of the program is to make everyone more aware of Quality and to reward those who maintain a high level of quality performance by granting both group and individual awards.

Competitive groups are listed below:

<u>Group No.</u>	<u>Group</u>
1	Paint Line
2	Frame and Transaxle Assembly
3	Tractor Assembly
4	Electrical Assembly
5	Terminations
6	Printed Circuit Board
7	Mower Assembly and Packaging
8	Tractor Packaging and Repair
9	Production Support (Saw and Shear and Incoming Inspection and Production Control Materials and Maintenance)
10	Machining
11	Punch Press and Sheet Metal Fabrication

Awards will be given to the group exhibiting the best monthly performance. Performance will be based on a number of measurements -- per cent rejects, rework costs, scrap costs and customer complaints. An annual award will be given to the group that maintains the best overall performance.

To reward individual effort, the individual who accumulates the greatest yearly total dollar savings related to reducing quality costs (Scrap and Rework) will receive an award in addition to any made through the suggestion plan.

So that everyone in the Shop can see how well they are doing, performance charts will soon be posted in all areas of the Shop.