

TALKING FROG

DTI delivers AS9100 Appreciation to NASA



When the going gets tough, it seems more and more organizations are calling on DTI to clear the path. Such is the case as NASA's Kennedy Space Center has called upon them to introduce the AS9100 QMS system and its benefits to the entire KSC population.

AS9100 is a document that defines requirements for the Quality Management System Standard.

Many organizations decide to implement AS9100 and

obtain registration because it assures customers that the company has a good Quality Management System (QMS). An organization with an effective QMS will typically meet customer expectations better than an organization that does not have an effective QMS. Many aerospace organizations require their suppliers to have AS9100 Registration.

Other organizations implement a quality management system because it has proven over the years that it leads companies to better operations, improved performance, and improved profitability.

NASA's involvement with

the AS9100 standard shows its commitment to excellence and productivity in all its future endeavors.

The DTI position is that AS9100 can do nothing but benefit NASA, but also as a side benefit, the companies who embrace the principles of AS9100 will benefit as much or even more than NASA. Their company will be leaner and stronger, producing consistent quality for all its customers.



Congrats! NASA

This month's

Pearl of Wisdom

“Any sufficiently advanced technology is indistinguishable from magic.”

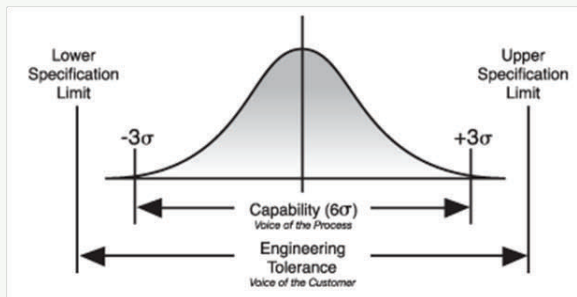


DTI and Skyservice Airlines partner on Quality Assurance Training in Canada!

This month's QA topic - What is SPC?

Taking the guesswork out of quality control, Statistical Process Control (SPC) is a scientific, data-driven methodology for quality analysis and improvement.

Statistical Process Control (SPC) is an industry-standard methodology for measuring and controlling quality during the manufacturing process. Quality data in the



form of Product or Process measurements are obtained in real-time during manufacturing. This data is then plotted on a graph with pre-determined control lim-

its. Control limits are determined by the capability of the process, whereas specification limits are determined by the customer's needs.

On February 11, 12 & 13, Skyservice is holding a basic QA class that is open to anyone interested in learning more about this very important topic, especially civil aviation companies in Canada.

To find out more about how you can attend a similar class or sponsor a session at your facility contact us at 1-866-870-5490



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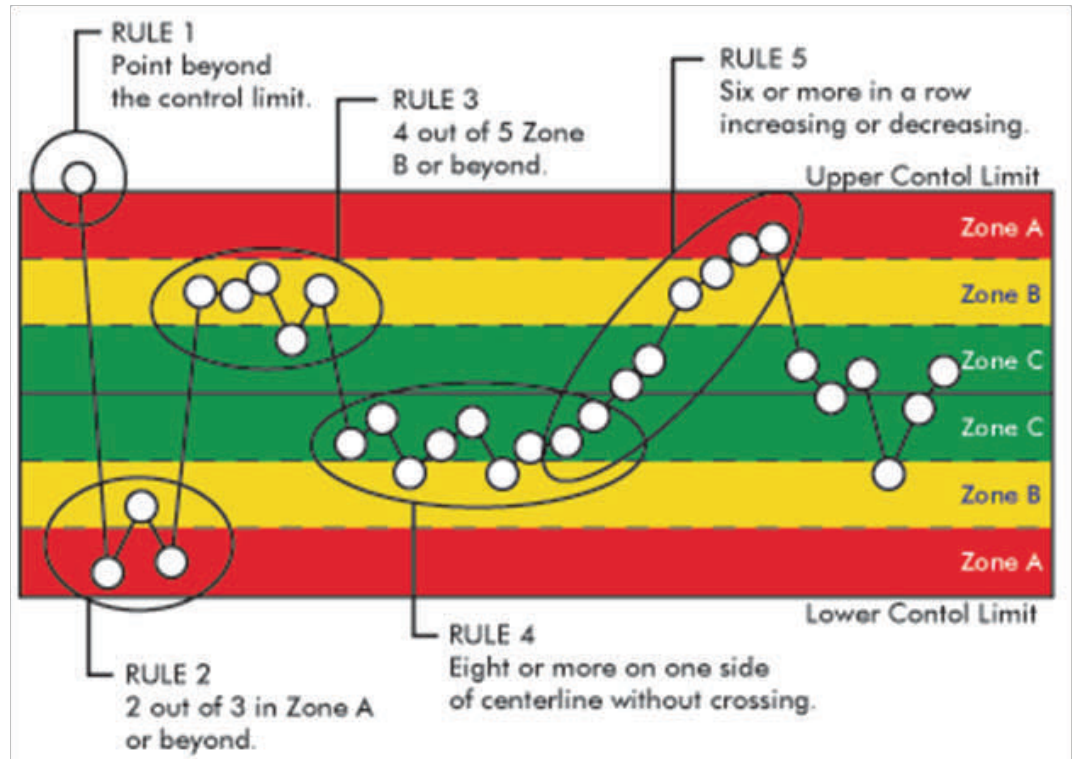
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Data that falls within the control limits indicates that everything is operating as expected. Any variation within the control limits is likely due to a common cause—the natural variation that is expected as part of the process. If data falls outside of the control limits, this indicates that an assignable cause is likely the source of the product variation, and something within the process should be changed to fix the issue before defects occur.

With SPC you can:

- Dramatically reduce variability and scrap
- Scientifically improve productivity
- Reduce costs
- Uncover hidden process personalities
- Instant reaction to process changes

- Make real-time decisions on the shop floor

Measuring the ROI of a Real-Time SPC Solution

To quantify the return on your SPC investment, start by identifying the main areas of waste and inefficiency at your facility.

Common areas of waste include scrap, rework, over inspection, inefficient data collection, incapable machines and/or processes, paper-based quality systems and inefficient lines.

You can start to quantify the value of an SPC solution by asking the following questions:

- Are your quality costs really known?
- Can current data be used to improve your processes, or is it just data for the sake of data?
- Are the right kinds of data

being collected in the right areas?

- Are decisions being made based on true data?
- Can you easily determine the cause of quality issues?
- Do you know when to perform preventative maintenance on machines?
- Can you accurately predict yields and output results?

As you probably guessed, we here at DTI are strong proponents of SPC. However, we believe a company must walk before it can run. With that in mind we will begin a series on the basics of SPC, starting next month. Please feel free to contact us if you have any questions.