

TALKING FROG

A NEWSLETTER FOR THE PROFESSIONALS WHO ASSURE QUALITY FOR US ALL
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DTI asked to speak at ATAC convention in Calgary



November 10, 11 & 12 the place to be for the aviation industry in Canada will be the ATAC Annual General Meeting and Tradeshow. Most of the relevant players in the industry will be there to exchange ideas and information. One of the key topics on the minds of all Canadian Civil Aviation certificate holders is the new Quality Assurance initiative that will soon become a requirement to continue to do business. In

an effort to educate their membership on the new requirement, ATAC has called upon DTI to present what the government will be looking for.

DTI is the Canadian Government's choice to bring the Transport Canada inspectors up to speed on how to evaluate a QA system. They have been given two years to facilitate this education and prepare the inspectors to begin the all important assessment process.

ATAC, in an effort to be at the forefront of preparing their membership sought out the "guys who are teaching the guys" who will be in our facilities, looking

at our systems.

Dennis and Sol have promised to show the ATAC membership that this upcoming requirement will not be a burden, but a blessing to their company. Their message will describe how companies who have adopted the principles of a good QA system have prospered and grown into leaders in their industry.

The best part of the message is that developing a good QA system is not hard and should not be all that expensive. In fact, they say that most responsible companies are probably already doing 85% of what is needed. This meeting is going to be good!

EVERY MONTH IN OUR NEWSLETTER

- ◆ Tips and new innovations in the Quality Assurance Field.
- ◆ What's happening at DTI?
- ◆ Anecdotes and more
- ◆ Answers to your questions



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

On December 1, 2 & 3 Skyservice will hold a basic QA class and will open the enrollment to anyone interested in learning more about this very important topic, especially civil aviation companies in Canada.

To find out more about this training call the Skyservice Quality Assurance Dept @ (416) 679-5892



This month's QA tip—What is Kaizen Quality?

Kaizen (改善, Japanese for "improvement") is a Japanese philosophy that focuses on continuous improvement throughout all aspects of life. When applied to the workplace, Kaizen activities continually improve all functions of a business, from manufacturing to management and from the CEO to the assembly line workers. By improving standardized activities and processes, Kaizen aims to eliminate

waste. Kaizen was first implemented in several Japanese businesses during the country's recovery after World War II, including Toyota, and has since spread to businesses throughout the world.

Kaizen is a daily activity, the purpose of which goes beyond simple productivity improvement. It is also a process that, when done correctly, humanizes the workplace, eliminates overly

hard work, and teaches people how to perform experiments on their work using the [scientific method](#) and how to learn to spot and eliminate waste in business processes.

To be most effective kaizen must operate with three principles in place:

- consider the process and the results (not results-only) so that actions to achieve effects are surfaced;

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This month's pearl of wisdom from
Dennis and Sol

"There are 10 types of computer programmers, those that understand binary math and those that don't"

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DTI Training

Kaizen Quality (cont'd)

systemic thinking of the whole process and not just that immediately in view (i.e. big picture, not solely the narrow view) in order to avoid creating problems elsewhere in the process; and

- a learning, non-judgmental, non-blaming (because blaming is wasteful) approach and intent will allow the re-examination of the assumptions that resulted in the current process.

People at all levels of an organization can participate in kaizen, from the CEO down, as well as external stakeholders when applicable. The format for kaizen can be individual, suggestion system, small group, or large group. At Toyota, it is usually a local improvement within a workstation or local area and involves a small group in improving their own work environment and productivity. This group is often guided through the kaizen process by a line supervisor; sometimes this is the line supervisor's key role.

While kaizen (at Toyota) usually delivers small improvements, the culture of continual

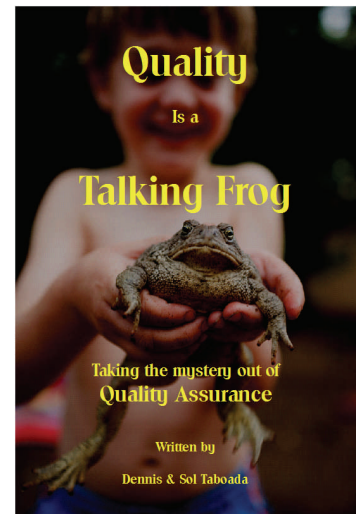
aligned small improvements and standardization yields large results in the form of compound productivity improvement. Hence the English usage of "kaizen" can be: "continuous improvement" or "continual improvement."

This philosophy differs from the "command-and-control" improvement programs of the mid-twentieth century. Kaizen methodology includes making changes and monitoring results, then adjusting. Large-scale pre-planning and extensive project scheduling are replaced by smaller experiments, which can be rapidly adapted as new improvements are suggested.

DTI is a believer in Kaizen Quality and the institution of coordinated methods of continuous improvement.

No matter what system you subscribe to, Kaizen, Six-Sigma, TQM or any other, we feel that doing something is infinitely better than doing nothing.

It's Almost Here!



Dennis and Sol are pleased to announce that their much anticipated book on the essence of Quality Assurance is almost ready for publication.

You can expect to see it first on Amazon.com and signed copies will be available on the DTI website.

The textbook will follow the teachings of their now famous classroom workshop on the basics of Quality Assurance, bringing their no-nonsense, no hocus pocus analysis of a good QA system.