

*For people seriously committed to product
and process improvement*

Brief

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Quality Quest: Six Sigma Significance

The quest for quality at Die-Tech starts from the top level. Before an improvement initiative is under taken, a quality team takes into account its' impact on three measures – customer satisfaction, inventory and operating expenses. The objective of the team is to identify those processes, which may be modified to use less human effort, less inventory or less production time.

Die-Tech's quality metrics currently *exceed* industry standards. Still, Bob Einsig, Quality Manager, is not satisfied. In Die-Tech's December newsletter, Einsig revealed his quest for achieving zero defects, zero customer complaints and 100% on time delivery.

"Defects," says Einsig, "can be related to any aspect of customer satisfaction, including but not limited to product quality, delivery schedules and cost minimization. The whole idea of quality management is to prevent defects. If you prevent a defect, you don't need to explain it, document it or pay for it".

There are many Six Sigma tools available to the quality professional for preventing defects. "Six Sigma is one of the most powerful tools in the defect prevention kit", adds Einsig.

Einsig's quest for quality begins with the use of the Six Sigma statistical tools. Six Sigma is based on the concept that everything is a process and all processes have inherent variability. Einsig and his team use statistical tools and techniques to help analyze and reduce variation so that a process can become more predictable and reliable. Once the process is under control, tools such as root-cause

analysis, fishbone diagrams, histograms and Prato analysis can then be used to help reduce the average processing time.

One example of a Six Sigma project in process is a study of ways to eliminate non-conformance to specifications in camber curvature. Too much or too little curvature and the coil won't line up properly.

Through Six Sigma methodology, Einsig expects to reduce die build cycle time. Currently he is experimenting with a new way of forming. If successful, Die-Tech will build a stamping tool in four weeks, which is a 50% reduction in production time.

"Die-Tech embraces Six Sigma as a means to deliver superior products and services that meet our customers' needs while reducing process inefficiencies that impact the bottom line," explains Einsig. "Customers have grown to value consistent business processes."

Do you want to drive waste and variation out of your processes? Would it make sense to start a discussion with a Business Development Engineer equally committed to product and process improvement?

Win a gift certificate! Send your ideas for Die-Tech product improvements and services to ideabox@die-tech.com and you will be entered in our quarterly drawing for a \$50 Amazon gift certificate.

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