

To: Dick Jackson  
Jim Snedeker  
Scott Franz

xc: Hal Munson

From: Bill Warren  
Frank Wrisley

Date: October 10, 1989

Subject: Trip Report - to MANTH-BROWNELL with Hal Munson

Purpose: To review their StatFacCS data management system

Contacts: Doug Phoenix - Quality Control Manager  
Connie - Quality Control Technician  
Wes Skinner, Jr. - Owner  
John Kirsh - Foreman (choke tube production area)

#### SYSTEM CONFIGURATION

The StatFACS software is run on their computer along with other programs (planning etc.). They are using PCs and terminals or workstations connected with LAN. They have two management level terminals and seven workstations in production areas. Gage ports (\$300 ea.) are required to interface the electronic gages to the workstations (\$4000 ea.).

#### OBSERVATIONS/DISCUSSION

Training: They appear to be very committed to employee training. They use outside instructors; consultants or faculty from nearby college(s).

SPC: Employees receive four (4) hours per week for eight (8) weeks=32 hours, for just SPC and STATFACS usage. This can earn college credits.

##### Additional training topics:

- o Blueprint reading
- o Geometric tolerancing
- o Problem solving (technical people)
- o college course leading toward ASQC Certified Quality Technician

Training strategy: We asked, "If you could do it over again, what would you change?" They replied:

- o train supervisors before training operators
- o evaluate the training classes for quality and appropriate content before committing all employees to them during a relatively short interval (no opportunity to improve successive classes)

**Methods:**

- o Once established, they do not (yet) recalculate control limits.
- o Their software permits different sample sizes, according to the application. For example, they take one piece per spindle-on up to 7-spindle machines.

**Charting Frequencies:** typically, once per hour

**Gauging Frequencies:** (non-charted) operators on Remington choke tubes checked 1 part in 5, using separate attribute and variables gauges. They were expected to make adjustments on this sample.

**Hardware preferences:** gauge ports - Brown and Sharp  
electronic gauges - Mitutoyo

**Floor experience:** Their operators are hesitant to record assignable causes to out of control conditions using the electronic data base. -