

Continuous improvement... an essential part of quality

by Tim Aish
Quality & Engineering Director

A metal finishing shop, just as your shop, must constantly improve. Over the last few years change has become more rapid which has increased demands on quality, both in physical equipment and the mind set of employees. You should look for improvements from your metal finishing supplier just as you would from other suppliers. Some of the improvements that our changing world have demanded recently which Techmetals has implemented are:

1. All process furnaces have had control and recording equipment upgraded to aerospace specification requirements allowing Techmetals to fully meet AMS-2750 aerospace and nuclear furnace equipment requirements.
2. Tightened laboratory analysis schedules, and better operator data collection has improved process solution control and plating quality.
3. Training at all levels is on-going through consultants, seminars, conferences and employee continuing education.
4. An inspection certification/training program has been developed and is in process.
5. MDS, Computerized Metrology Calibration Recall system implementation on all inspection gages and process control equipment which assures strict compliance to MIL-STD-45622A requirements.
6. Computer enhancements that support the Process Control Laboratory, Quality Engineering and Process Engineering provid-

ing enhanced procedural control, consistency, and customer order traceability.

7. Improved Cost of Quality reporting, including department goals and more effective root cause determination. Increased C.O.Q. awareness has provided a focus for team problem solving which has tightened process control and service to our customers.
8. The laboratory facility is continually improving and modernizing.



This improved laboratory provides a more professional and organized work area to test new solution formulas and provides improved research and development

capabilities to continually provide customers the highest quality plating deposits possible.

These are a few of the highlights that have improved Techmetals' capability to meet & exceed ever tightening specification requirements. Techmetals has established an aggressive plan to continue to improve process capabilities and quality in meeting customer expectations for 1993.

Recent Customers Certifying Techmetals for Processing:

Fluid Regulators; Babcock and Wilcox; M&S Manufacturing; Naval Air Warfare Center, Aircraft Division; General Electric, Container Place; Granite States, PCC, and Martin Marietta. ●