

# Brief

*Stamping Ideas Into Reality*

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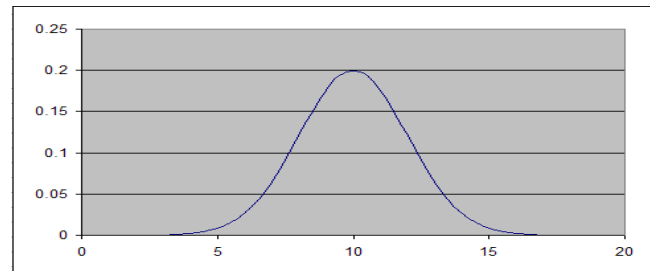
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## Statistical Process Control -- It is all about the Customer

No one ever said that manufacturing excellence is easy. For Bob Einsig, Quality Manager at Die-Tech, this drive for excellence has become a part of his everyday life. "Simply put," he relates, "excellence in my department is the ability to support our customers by getting them products built to specifications consistently. We accomplish this through a relentless commitment to statistical process control which is a set of practices and methodologies to gather and analyze data to solve quality problems or improve performance."

Einsig explains that all processes have a measurable result. He uses his drive to work each day as an example of statistical process control. "If you take the same route to work each day, after a period of time you get a good idea of how long it will take to get to work, taking into account common variables such as traffic load and red-light cycles. Of course, an accident or construction could impact my numbers (arrival time), but understanding the norm allows me to see the impact of these extraordinary events and change course."

At Die-Tech, Einsig and his staff concentrate their efforts on identifying and improving those process steps --, which steps demonstrate the most variation and which can be most easily controlled. Variation of any kind is the enemy of excellence and variation exists in every manufacturing process. "Our primary focus is to measure and continuously reduce the variation that exists in the manufacturing process steps, so that the



products we produce are compliant with customer specifications," Einsig explains. "This reduces downtime and requires fewer adjustments to our machines both of which benefit our customers in the production of their product."

The traditional or old methods of inspecting the final product and screening out those parts that do not meet specification are wasteful and not practical. "A better practice is to do it right the first time," adds Einsig, "we simply do not allow parts to be manufactured that do not meet customer requirements."

"Manufacturing excellence means money in the pocket of our customers -- reducing our total cost of manufacturing through the use of statistical process control allows us to offer our customers pricing that is more competitive. And by providing the gathered data to the customer they can reduce, or totally eliminate, their incoming inspection," Einsig points out.

Are you ready to work with a vendor that is focusing on measurable results that support our customers? Give us a call and talk to a Business Development Engineer to explore the possibilities.

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