

# JESSEN



ESTABLISHED 1923

# MANUFACTURING CO., INC.

1409 WEST BEARDSLEY AVENUE • P. O. BOX 1729 • ELKHART, INDIANA 46515

TEL. 574 295-3836 • FAX 574 522-2962 • [www.jessenmfg.com](http://www.jessenmfg.com)

PRECISION CNC AND SCREW MACHINE PRODUCTS

## Long Term Quality Improvement Program

### Our Foundation

06/10/16

For over 10 years we have been certified to the relevant ISO quality standard, we made the transition to ISO 2001:2008 seamlessly. It is important for to be thoughtful with changes we make to our system because our changes must be rooted in the logic that makes our business sustainable and competitive.

Although we are not certified to ISO 14001, we do understand what is required and we have the basis of the standards in place within our current system. More importantly, we understand the need to be good stewards of our environment and for the long term viability of our business and community.

Our quality policy of "***planned prevention of nonconformance***" is the mantra that drives our long term thinking.

### Continual Improvement

We have a robust improvement and preventative action program in place to be sure we reaffirm the processes we have in place to produce quality product at a cost effective price. We do this through a variety of means, including reaffirming our quality measures to our whole Jessen Manufacturing Team. Communication of audits and posting of data is done in our plant and within our meetings.

Examples of our long range continuous improvement efforts include:

1. Statistical quality control projects:
  - a. In order for us to continue to be competitive in this global economy, we must continue our efforts in our quest for zero defects.
  - b. We continue to strive to improve our CPK value for critical characteristics.
2. Lean effort.
  - a. Many of the long term improvements that can be made in any shop are those activities that lie outside of the machine.
  - b. We have committed to implementing a series of "lean" efforts and understand that these efforts are never over. Our long term success depends on our people bring part of and "owning" our efforts.
3. Corrective Action Follow-Up:
  - a. We believe that it is important to reaffirm core actions that we may have taken in the past. These actions could have been per a customer request or internally driven.
  - b. It is this follow-up activity that reaffirms for our employees and our customers that we are solving the root cause of our defined problems.
4. Training process:
  - a. We understand the need to understand the difference between "training" and awareness" within our plant.
  - b. New people will be trained by those who are experienced. We have a process to continually maintain our employees' awareness. We know that employees who are engaged and understand activities outside of their responsibilities are people who will be part of our future and contribute to quality improvements.

### Future Vision

We will continue to utilize the "voice of our customers" to drive our long range system improvements. We value our partnerships with our customers and our suppliers. It is the "close looped" relationship that is the additional "value add" that many of our competitors neglect to develop.

We are part of a trade association that supports the growth and sustainability of North American manufacturing (Precision Machined Products Association). These members share machining and process expertise in order for our industry to advance the global long term competitiveness of our industry.

We participate in national conferences and in machine trade shows with the ideas of improving our people as well as continue to look at techniques and machinery that can continue to drive our business.