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### OPEO VISITORS



JOHN R. SCHRECONGOST, General Manager of the Off-Highway Vehicle Products Department, Charles M. Heiden, Manager of the Advanced Business Development and Support Operation, and Robert F. Heltman, Manager of Manpower Development and Recruiting for the Transportation Systems Business Division, visited our Plant this week to tour OPEO facilities and to review our plans and progress. OPEO was recently transferred from Chuck Heiden's Operation to Mr. Schrecongost's newly established department.

Photo shows (left to right) Mr. Heiden, Mr. Heltman, Mr. Schrecongost, Bruce Laumeister, and Pat Palmisano during their inspection tour of our production line.

### QUALITY CONTROL RELATIONSHIP TO MANUFACTURING

Why is Quality Control a part of Manufacturing where it may appear that quantity is more important than quality?

Shouldn't Quality Control be independent of Manufacturing?

These and similar questions have been asked recently and can best be answered by examining the relationships of safety, production, quality and cost.

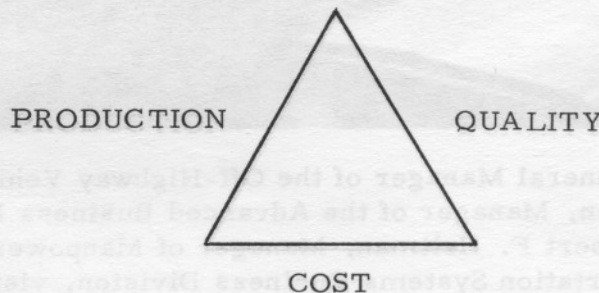


First of all, top consideration is always given to safety; both product safety and factory safety. Under no circumstances is safety sacrificed to increase production or minimize cost. The quality of the product as related to safety is always maintained to a high degree.

When any product is manufactured there must be a balance maintained between quality, production, and cost. Ideally it would be advantageous to have one inspector for every operator in the shop so that each operator's work could be checked 100%. The cost of such a plan, however, would be prohibitive, and the customer would not be willing to pay the extra price. What is the answer? The answer is to balance quality to cost through effective quality tools such as sampling plans, inspection tooling, operator inspection plans, etc.

Often it is said that all other factors are sacrificed for production. This is not true, because if quality is sacrificed the results of poor quality is eventually reflected through decrease in sales because of a poor quality reputation.

In conclusion then, it can be seen as illustrated by the triangle below that the balance of cost, quality and production should be maintained. One factor cannot be jeopardized for the benefit of the other factors. Quality Control and Manufacturing are therefore integrated and work as a unit to accomplish the proper cost-quality-production balance.



VIRGINIA MASLANKA, winner of the Quality Control Contest, was presented with the \$10 first prize this week. Her entry "Ride With Pride" was selected by the judges as the best of more than 50 submitted. Shown with Virginia as she receives her award are Joe Caruso (left) and Mike Anostario.



