

Delta Industries Becomes Fourth Gold Supplier In UTC

I am glad to announce that Delta Industries has achieved P&W Supplier Gold Level. The Gold assessment process was a pleasant experience. Delta has applied the tools of Lean Manufacturing to a high level of accomplishments. This assessment involved everyone in upper management for this supplier, including the President Bill Evans Jr., Don Ruggiero Asst. to the President, Quality Mgr. Roland Grenier, Delta Sales Joe Snyder, Finance Dir. Mark Vogellus, Cont.Impr. Mgr. Dave Wentworth, Cont.Impr. Coordinator Bill Evans III, Dir. of Operations Mark Thomas, and General Foreman Joe Gangi. The connection between upper management and the shop floor was very evident, as five of the management team made the Gold Presentation. Every member, during the course of this assessment, answered various questions very candidly and with direct knowledge of the shop floor environment.

Howard Daniel, CI Manager CANMC, Rudy Go, Supplier Gold Coordinator CANMC, and Charlie Roohr, Supplier Continuous Improvement Specialist, also contributed to this Gold accomplishment.

This is the third Gold Supplier for the CANMC and the first Gold Supplier in Conn. for P&W.



Working hand in hand directly with the shop floor, Delta has been successful in leveraging the Lean Manufacturing tools to achieve the following results

- Overall 2004 Customer Satisfaction Score - 6.5 out of possible 7.0
- Since 2001 Zero Cat. 1 & 2 Escapes
- On Time Delivery 2004 100%
- Process Certification Attribute Data 0 PPM
- Process Certification Variable Data 1.0-4.34 CPK
- On Target with KPC's for F100 Process Certification Milestones
- In house design and fabrication of mobile FPI inspection
- 100% of workforce trained in Lean Manufacturing Techniques
- Process Improvement Example: Lead Time improvement 200% - Delivery Performance 0% to 100%
Operation reduction 76 steps to 65
- F100 Bearing Housing: Reduced process steps 38% - Set up's reduced 42%
- Root Cause Database integrated into M/S Outlook
- Cross functional teams respond within 24 hours of occurrences for identifying & eliminating the Root Cause
- Universal Fixturing reduced from 2.5 hours of set-up to 300 seconds
- Machine Unplanned Downtime to date 2004 less than 100 hours

Their achievements clearly demonstrate the cultural success Delta has enjoyed through the application of the Lean Tools and Concepts. Delta clearly knows what it means to be GOLD. The continued pursuit of excellence, and the energetic application of these tools with the culture they have fostered, will help insure a bright future for Delta.

Bill Bristol

ACE Core Office Client Manager