

A Recipe for Success!

10 Ingredients for a Healthy Gage Management System



June 22, 2021

QUALITYDIGEST





Meet the Presenters



Eric Gasper

Sr. Product Development Specialist
PQ Systems



Derek Benson

Product & Application Support Manager
PQ Systems



Where did your Gage System come from?

Brand new?

Taking over existing?

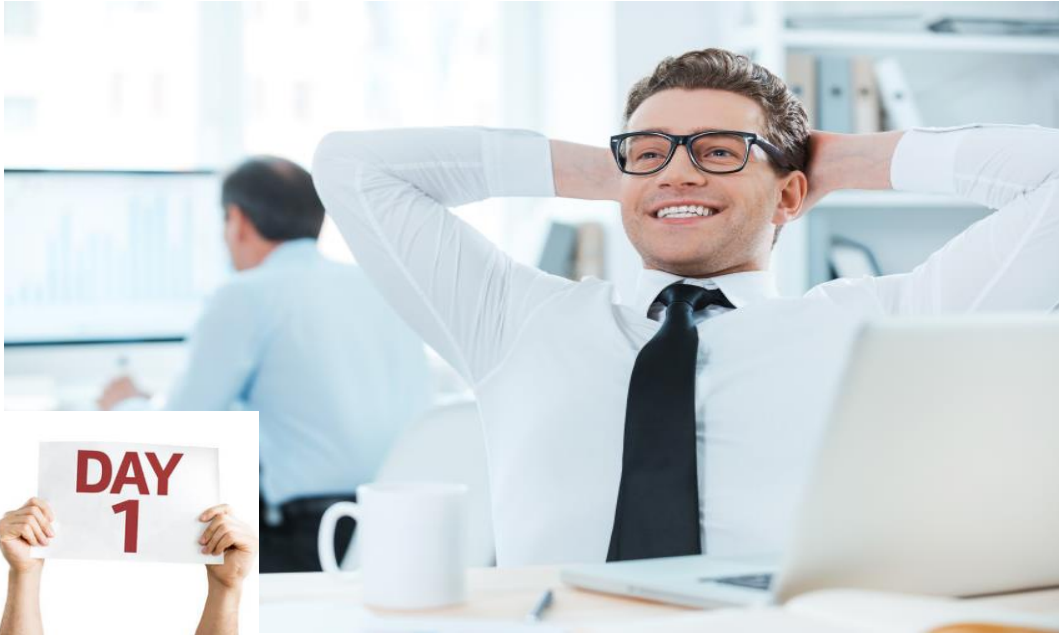


Where did your Gage System come from?



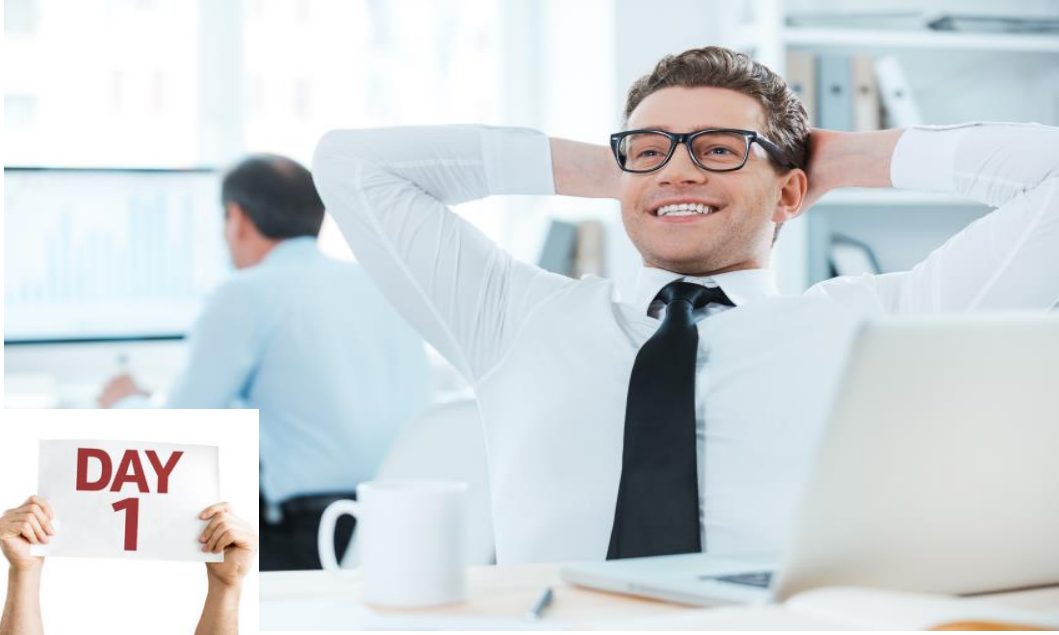


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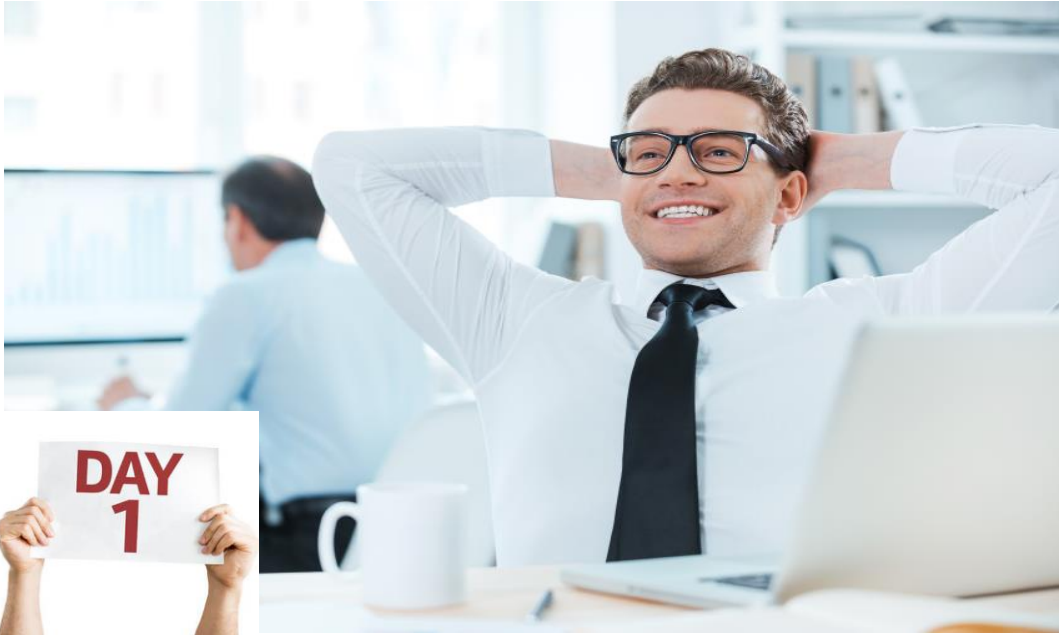


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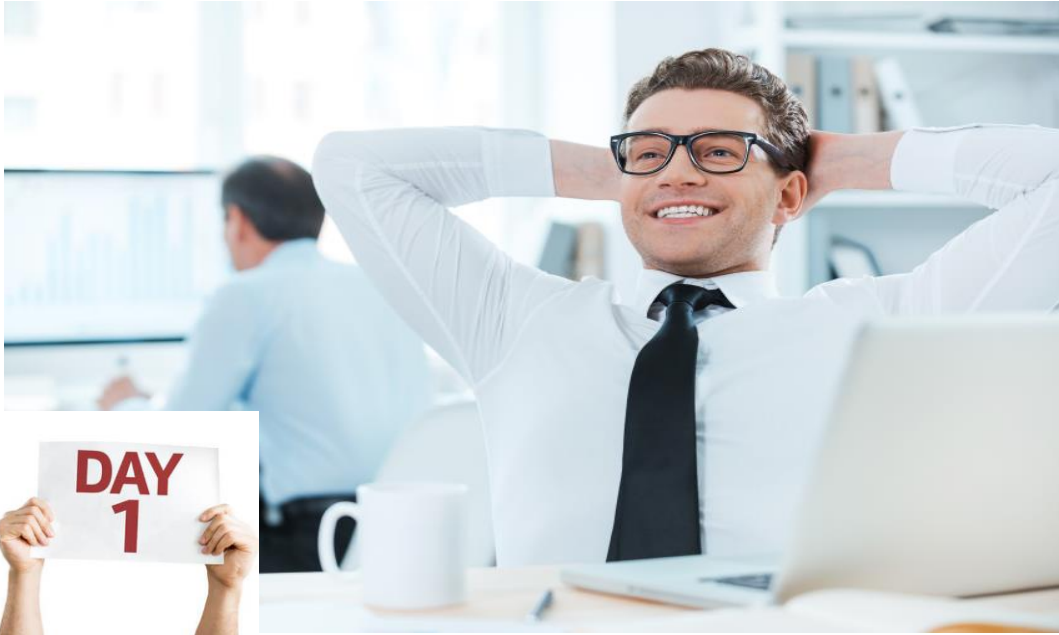


Where did your Gage System come from?



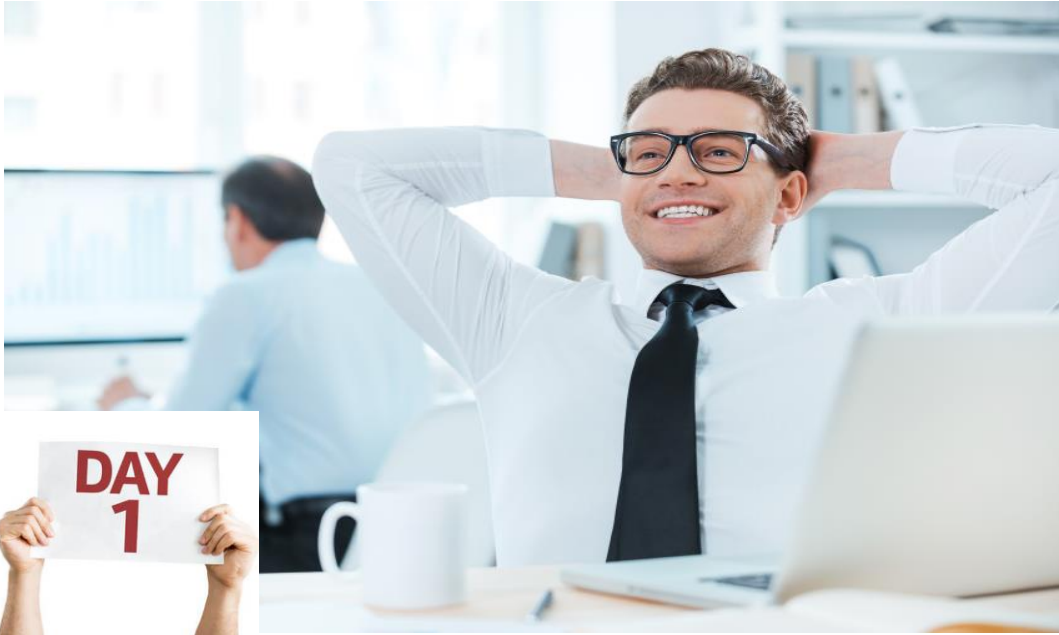


Where did your Gage System come from?





Where did your Gage System come from?



RECIPE

FROM THE KITCHEN OF PQ SYSTEMS

RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour

SERVES:

Everyone

INGREDIENT 1:

Gage Inventory Details






RECIPE



FROM THE KITCHEN OF PQ SYSTEMS



RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour



SERVES:

Everyone



INGREDIENT 1:

Make sure you know the gage number, gage type, current location, and due dates of all the gages in your system. Though additional information is nice, it's generally a waste of time.






RECIPE



FROM THE KITCHEN OF PQ SYSTEMS



RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:


1 hour

SERVES:


Everyone



INGREDIENT 1:



Make sure you know the gage number, gage type, current location, and due dates of all the gages in your system. Though additional information is nice, it's generally a waste of time.





improve it!





RECIPE

FROM THE KITCHEN OF PQ SYSTEMS



RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour

SERVES:

Everyone

INGREDIENT 1:

Include as many details as you're aware of related to your gages. They may not seem immediately necessary, but envision scenarios where having that information may become helpful. The more details that exist, the more power you'll have to extract useful information from your system.






Where are
my gages??

I need those
certificates from
last year!


*27 calibrations
overdue!?*



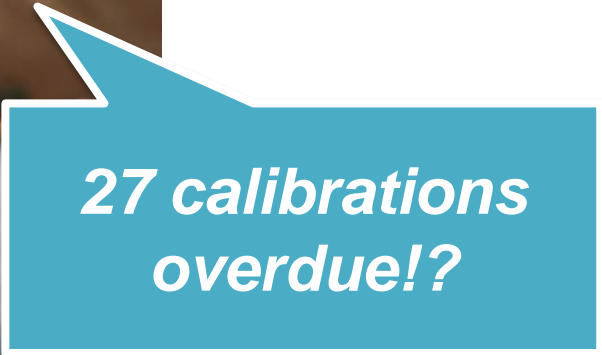
Why did I take
this job?



Where are
my gages??



I need those
certificates from
last year!



*27 calibrations
overdue!?*



Questions?

- Managers
- Customers
- Auditors

Questions?

- Managers
- Customers
- Auditors



Eric Gasper 1:41 PM

I need a list of the gages we have that we bought last year. Specifically, the digital calipers we got from Mitutoyo which were sent to production Line 7 and are now on a 4 month calibration cycle.

Questions?

- Managers
- Customers
- Auditors



Eric Gasper 1:41 PM

I need a list of the gages we have that we bought last year. Specifically, the digital calipers we got from Mitutoyo which were sent to production Line 7 and are now on a 4 month calibration cycle.



Derek Benson 1:50 PM

Not sure we've done the best job documenting all those details in GAGEpack. Let me ask around and try to come up with something for you.

Questions?

- Managers
- Customers
- Auditors

Answers:



Eric Gasper 1:41 PM

I need a list of the gages we have that we bought last year. Specifically, the digital calipers we got from Mitutoyo which were sent to production Line 7 and are now on a 4 month calibration cycle.



Derek Benson 1:50 PM

Not sure we've done the best job documenting all those details in GAGEpack. Let me ask around and try to come up with something for you.

Questions?

- Managers
- Customers
- Auditors

Answers:

Hopefully in your Gage Management System



Eric Gasper 1:41 PM

I need a list of the gages we have that we bought last year. Specifically, the digital calipers we got from Mitutoyo which were sent to production Line 7 and are now on a 4 month calibration cycle.



Derek Benson 1:50 PM

Not sure we've done the best job documenting all those details in GAGEpack. Let me ask around and try to come up with something for you.

Make a Meal



RECIPE

FROM THE KITCHEN OF PQ SYSTEMS

RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour

SERVES:

Everyone

INGREDIENT 2:

Gage Labels



RECIPE

FROM THE KITCHEN OF PQ SYSTEMS

RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour

SERVES:

Everyone

INGREDIENT 2:

Maintain accurate and up-to-date gage labels that display the most vital details about each gage



RECIPE

FROM THE KITCHEN OF PQ SYSTEMS

RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour

SERVES:

Everyone

INGREDIENT 2:

Maintain accurate gages that display the gage



*like gage labels
likes about each*



RECIPE

FROM THE KITCHEN OF PQ SYSTEMS

RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour

SERVES:

Everyone

INGREDIENT 2:

Maintain accurate and up-to-date gage labels that display the most vital details about each gage





Why do we need labels?

- Distinguishing between similar gages.
- Being aware of important dates.
- Organization and Traceability back to equipment history.

THE WHOLE
STORY.

Gage #: C-01001
Gage type: Caliper
Assigned location: Spoiler Line
Last calib date: 5/5/2016
Next due date: 11/5/2016

Keep it Relevant

- What's Important?



Keep it Relevant



- **What's Important?**

Gage Number

Description

Model #

Manufacturer

Storage Location

Last Calibration Date

Calibration Due Date

Calibration Interval

Current Location

Status

Last Calibration by

Assigned to

Barcode

Keep it Relevant



- **What's Important?**

Gage Number

Description

Model #

Manufacturer

Storage Location

Last Calibration Date

Calibration Due Date

Calibration Interval

Current Location

Status

Last Calibration by

Assigned to

Barcode

Keep it Relevant



- **What's Important?**

Gage Number

Description

Model #

Manufacturer

Storage Location

Last Calibration Date

Calibration Due Date

Calibration Interval

Current Location

Status

Last Calibration by

Assigned to

Barcode

Which are good labels?



Gage #: C-01001
Gage type: Caliper
Assigned location: Spoiler Line
Last calib date: 5/5/2016
Next due date: 11/5/2016



Asset #: C-01001
Gage type: Caliper
Purchase date: 7/15/2001
Purchase price: 350
Gage size: 1"
Manufacturer: Fowler
Calib due date: 8/25/2009
Owner: Company



RECIPE

FROM THE KITCHEN OF PQ SYSTEMS

RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour

SERVES:

Everyone

INGREDIENT 3:

Gage Locations



RECIPE

FROM THE KITCHEN OF PQ SYSTEMS

RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour

SERVES:

Everyone

INGREDIENT 3:

Tracking gage location has never seemed to be very useful here.



RECIPE

FROM THE KITCHEN OF PQ SYSTEMS

RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour

SERVES:

Everyone

INGREDIENT 3:

*Tracking gage
very useful he*




seemed to be





RECIPE

FROM THE KITCHEN OF PQ SYSTEMS



RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:



1 hour

SERVES:

Everyone



INGREDIENT 3:



At any given moment, you should be able to understand where each gage resides. Track movements of your equipment to save time spent hunting lost gages.





The Impact of Lost Gages

In a given year, how much time does the average adult spend looking for lost belongings?



2.5 Days



The Impact of Lost Gages

In a given year, how much time does the average adult spend looking for lost belongings?



60 Hours



The Impact of Lost Gages

In a given year, how much time does the average adult spend looking for lost belongings?



\$1500



The Impact of Lost Gages

In a given year, how much time does the average adult spend looking for lost belongings?



\$30,000

The Impact of Lost Gages

- Lost gages are easy targets for auditors.



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- Lost gages are easy targets for auditors.
- A lost gage represents a risk because, if found, it could have potentially been used to measure a part on which it wasn't specified to be used.



The Impact of Lost Gages

- Lost gages are easy targets for auditors.
- A lost gage represents a risk because, if found, it could have potentially been used to measure a part on which it wasn't specified to be used.
- Lost gages are also an investment from which you are no longer getting value.



How do you store your gages?



How do you store your gages?



What do you do?





What do you do?





What do you do?



What do you do?



What do you do?



RECIPE

FROM THE KITCHEN OF PQ SYSTEMS

RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour

SERVES:

Everyone

INGREDIENT 4:


Audit Records





RECIPE

FROM THE KITCHEN OF PQ SYSTEMS



RECIPE NAME:

Gage Management

PREP TIME:

30 min

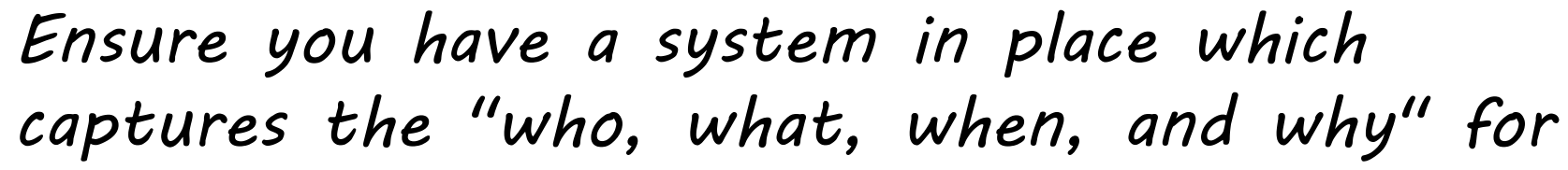
COOK TIME:

1 hour

SERVES:

Everyone

INGREDIENT 4:



Ensure you have a system in place which captures the "who, what, when, and why" for changes happening with your inventory.



RECIPE

FROM THE KITCHEN OF PQ SYSTEMS

RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour

SERVES:

Everyone

INGREDIENT 4:

Ensure you have captures the "what changes happeni




nce which and why" for entory.





RECIPE

FROM THE KITCHEN OF PQ SYSTEMS



RECIPE NAME:

Gage Management

PREP TIME:

30 min

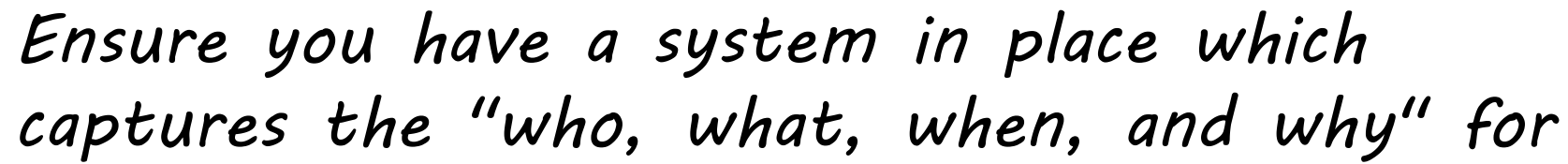
COOK TIME:

1 hour

SERVES:

Everyone

INGREDIENT 4:



Ensure you have a system in place which captures the "who, what, when, and why" for changes happening with your inventory.



What's she going to ask me?



- Are you using any overdue gages?
- Can you show me the calibration history for this gage?
- Why does this record look the way it does?
- Why did you do that?
- What is the evidence to support that?
- Can you explain that to me?
- Who else performs this function?





dot the



i's

and cross the

t's



RECIPE

FROM THE KITCHEN OF PQ SYSTEMS

RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour

SERVES:

Everyone

INGREDIENT 5:


Scheduling Gage Events





RECIPE

FROM THE KITCHEN OF PQ SYSTEMS



RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour



SERVES:

Everyone



INGREDIENT 5:

Schedule all service events on all of our tools for October of each year to reduce the interruption caused by down time.



RECIPE

FROM THE KITCHEN OF PQ SYSTEMS

RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

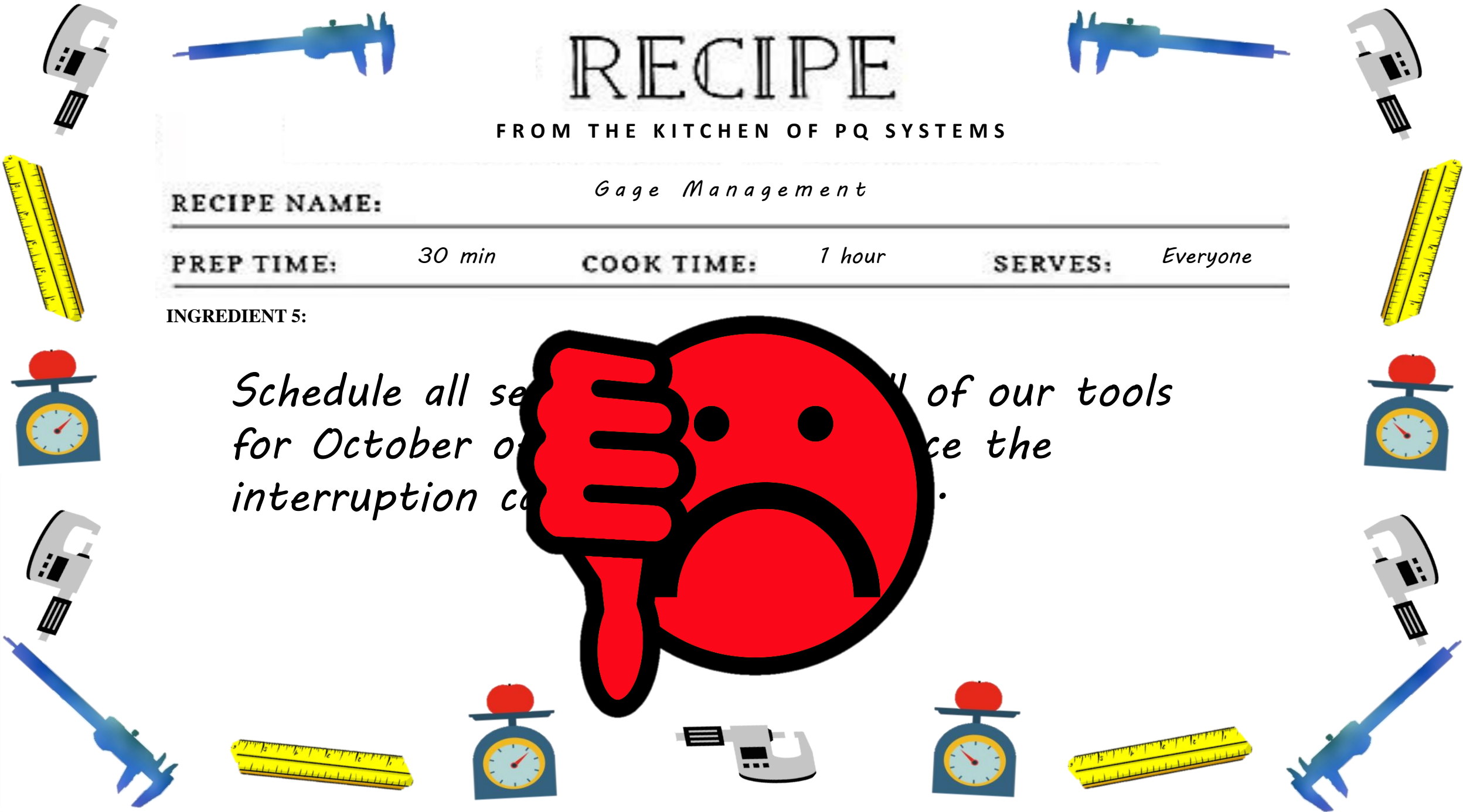
1 hour

SERVES:

Everyone

INGREDIENT 5:

*Schedule all service of our tools
for October of 2011 to prevent the
interruption caused by the*






RECIPE



FROM THE KITCHEN OF PQ SYSTEMS



RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:


1 hour

SERVES:


Everyone



INGREDIENT 5:



Spread out the servicing events on tools at appropriate intervals throughout the year in order to reduce or eliminate downtime associated with these events.



Why Calibrate?

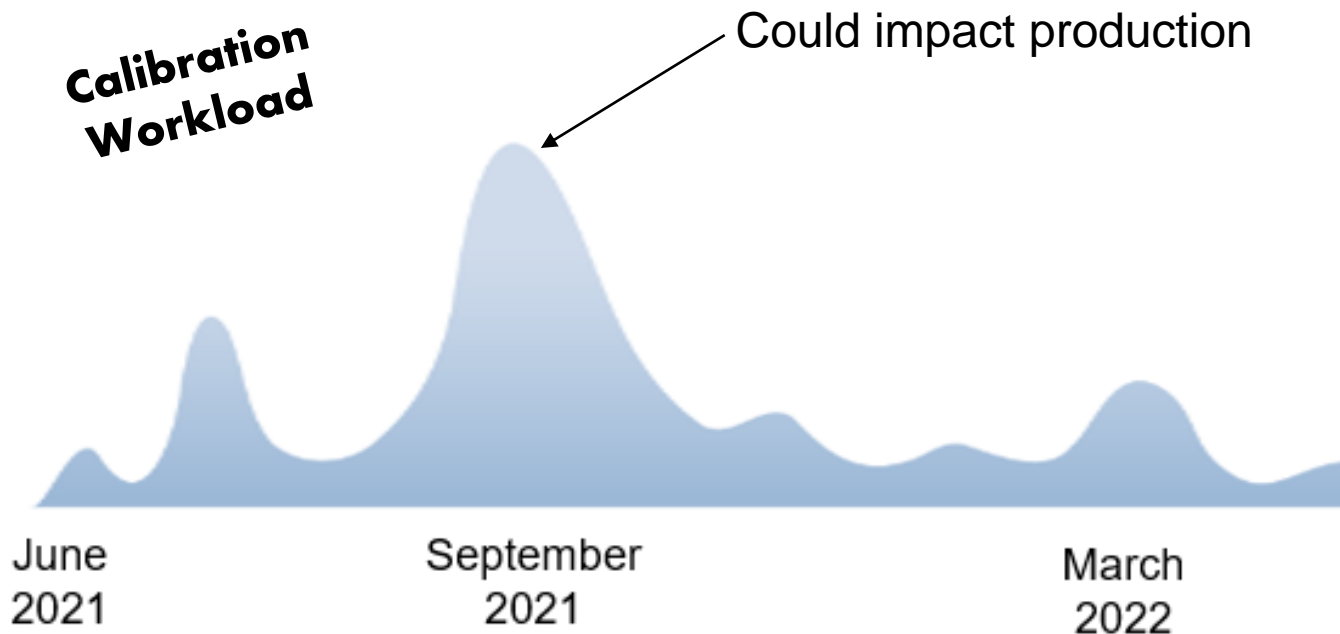
- Don't assume your gages are accurate.
- Never use a gage that's behind on calibration.
 - Implement systems that prevent it from happening, where possible.
- Calibrate routinely per gage manufacturer recommendations.

BONUS

- VERIFY gage is holding accurate throughout calibration interval.



Examine your Workload



- Be aware of peaks and valleys in your calibration scheduling so you can prepare.
- Work on calibration schedule to limit the peaks and valleys
- Calibrate early, if possible, to flatten the curve.



Calibration Intervals

Gages need to be checked at regular intervals to ensure they are accurate. But what is the right interval? How often should the technicians calibrate the gage?

Too often – waste of time and money!

Not often enough – possibly using a bad gage to check your parts!



Stability Study

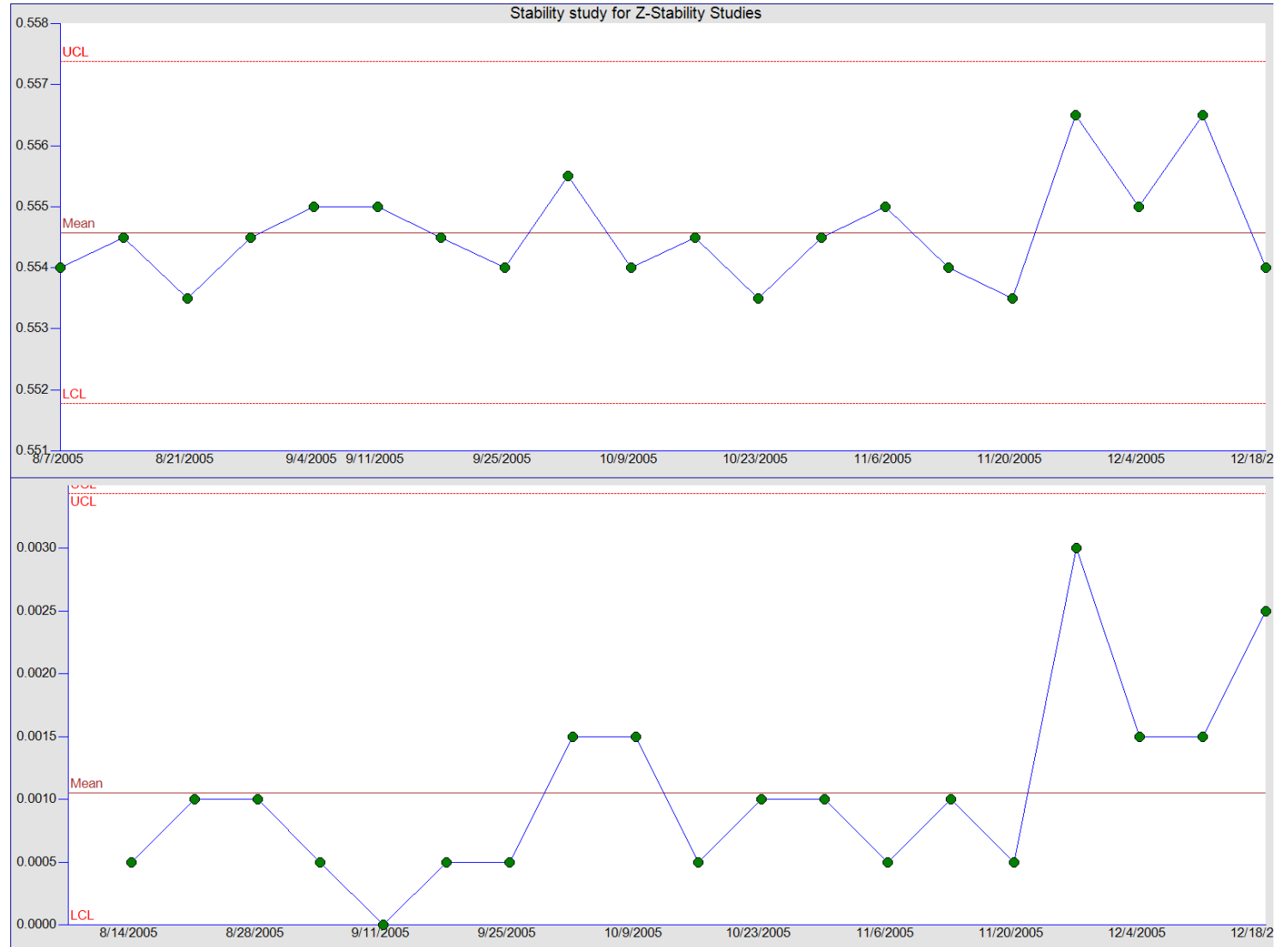
A Stability study can be done to determine if your measurement system is stable (in control).

Checking to see if a gage is consistent and predictable between calibration cycles.



Stability Study

Results



Results



RECIPE

FROM THE KITCHEN OF PQ SYSTEMS

RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour

SERVES:

Everyone

INGREDIENT 6:

Notifications





RECIPE

FROM THE KITCHEN OF PQ SYSTEMS

RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour

SERVES:

Everyone

INGREDIENT 6:

Set a reminder for yourself to review the inventory every so often for upcoming service events.

RECIPE

FROM THE KITCHEN OF PQ SYSTEMS

RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour

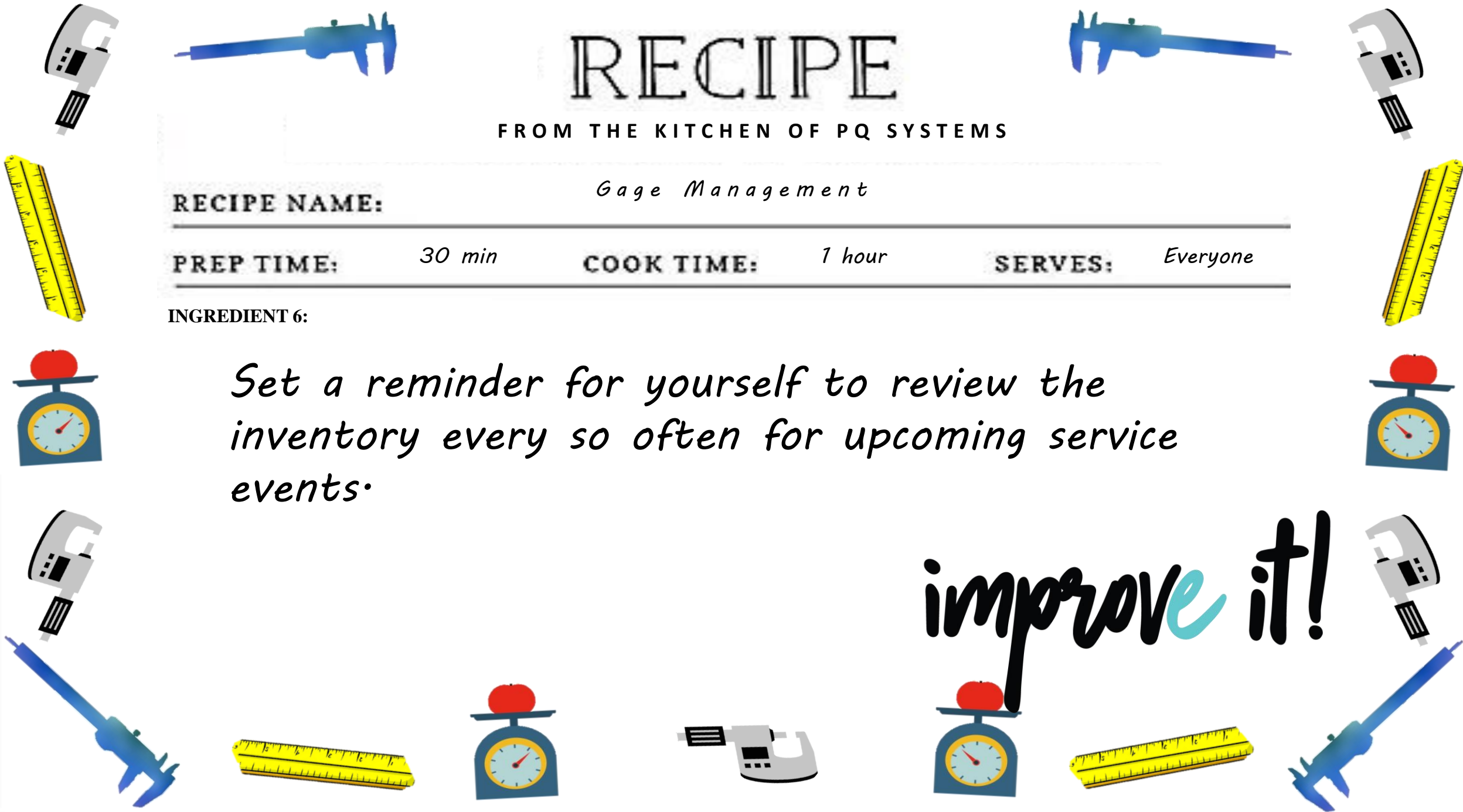
SERVES:

Everyone

INGREDIENT 6:

Set a reminder for yourself to review the inventory every so often for upcoming service events.


improve it!





RECIPE

FROM THE KITCHEN OF PQ SYSTEMS



RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour



SERVES:

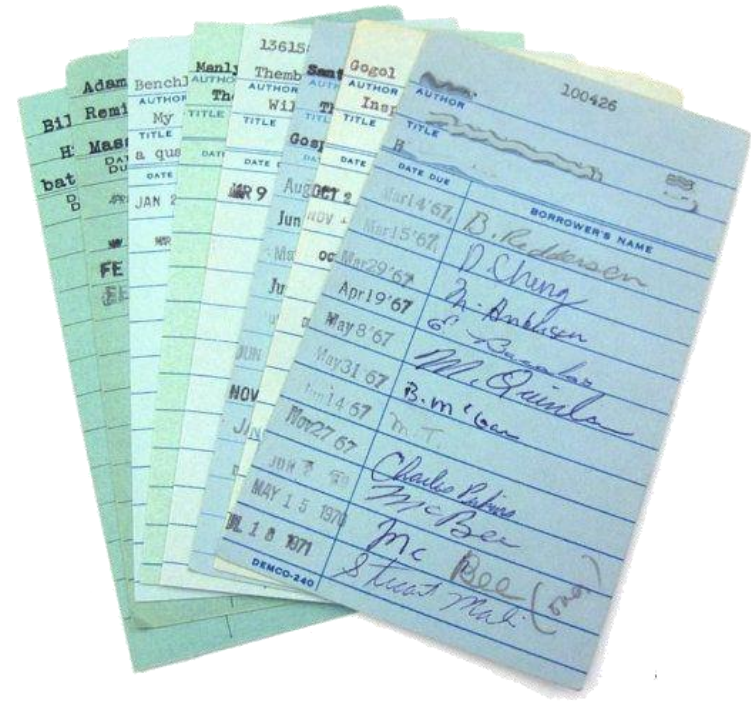
Everyone



INGREDIENT 6:

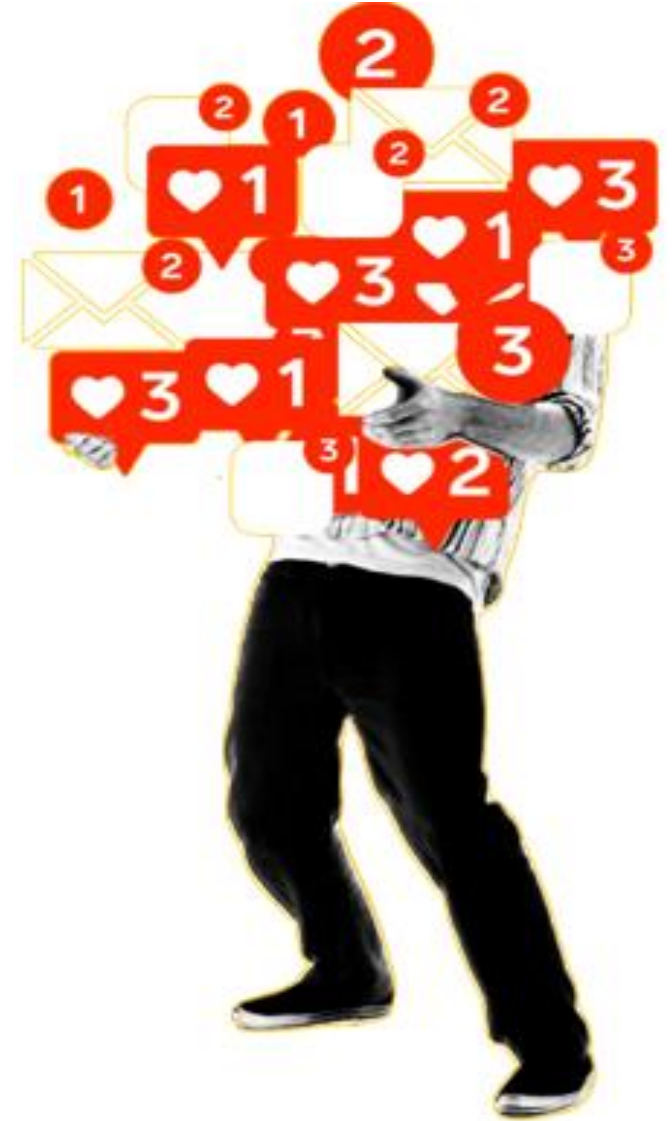
Leverage technology to notify you of upcoming work to be completed on your gages so you don't find yourself using overdue gages.











Strings too loose? *Won't play*

Strings too tight? *Will snap*

Strings tuned just right can play
beautiful music!



Strings too loose? *Won't play*

Strings too tight? *Will snap*

Strings tuned just right can play beautiful music!

HAPPY

MEDIUM



RECIPE

FROM THE KITCHEN OF PQ SYSTEMS

RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour

SERVES:

Everyone

INGREDIENT 7:


MSA





RECIPE

FROM THE KITCHEN OF PQ SYSTEMS



RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour

SERVES:

Everyone



INGREDIENT 7:

Remember to perform Measurement Systems Analysis on your gages to confirm they are measuring accurately.



RECIPE

FROM THE KITCHEN OF PQ SYSTEMS

RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour

SERVES:

Everyone

INGREDIENT 7:

Remember to perform Measurement Systems Analysis on your gages to confirm they are measuring accurately.

improve it!






RECIPE



FROM THE KITCHEN OF PQ SYSTEMS



RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour



SERVES:

Everyone



INGREDIENT 7:

Remember to perform Measurement Systems Analysis to build trust and consistency in your measurement processes



What are MSA Studies?

Everybody has a “junk drawer” in their kitchen, right?

Measuring cups are used every day!

It is like a calibration – checking to see if your gage is measuring correctly against a known reference value.



What are MSA Studies?

The “Specialty” Pampered Chef gadgets.



What are MSA Studies?

The “Specialty” Pampered Chef gadgets.



Variable R&R Study



Attribute R&R Study

Uncertainty Study



Linearity Study



Stability Study



Calibration vs MSA

Checking for Accuracy – Within Tolerances



Calibration vs MSA

An analysis of my ENTIRE measurement system



Calibration vs MSA

An analysis of my ENTIRE measurement system



RECIPE

FROM THE KITCHEN OF PQ SYSTEMS

RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour

SERVES:

Everyone

INGREDIENT 8:

Understanding Gage Usage



RECIPE

FROM THE KITCHEN OF PQ SYSTEMS

RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour

SERVES:

Everyone

INGREDIENT 8:

As long as you get all the calibrations done on-time, there's no need to document each time a gage is used to measure specific parts.



RECIPE

FROM THE KITCHEN OF PQ SYSTEMS

RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour

SERVES:

Everyone

INGREDIENT 8:

As long as you calibrate your gages on-time, there's no need to calibrate each time a gage is used to measure parts.






RECIPE



FROM THE KITCHEN OF PQ SYSTEMS



RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour



SERVES:

Everyone

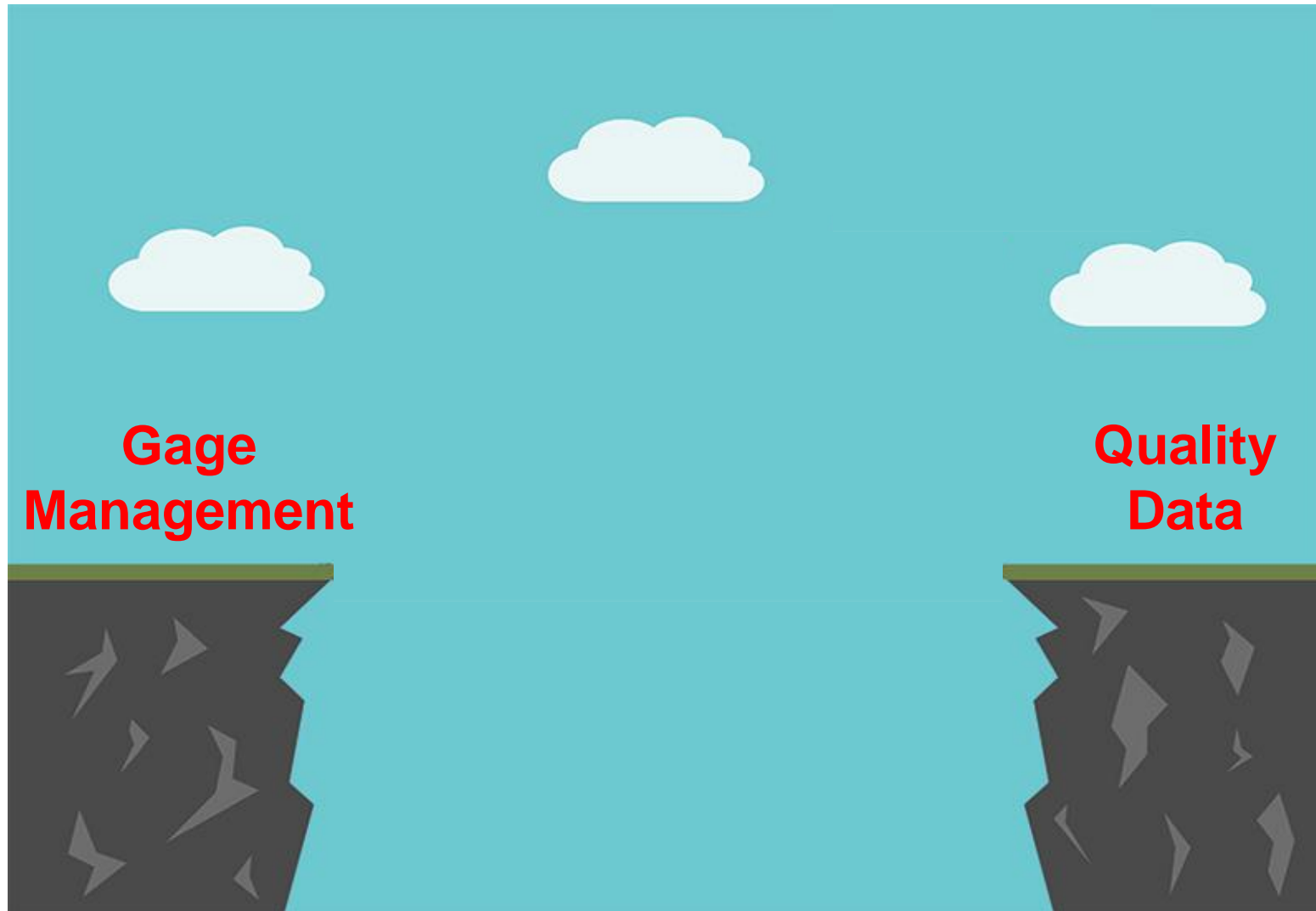


INGREDIENT 8:

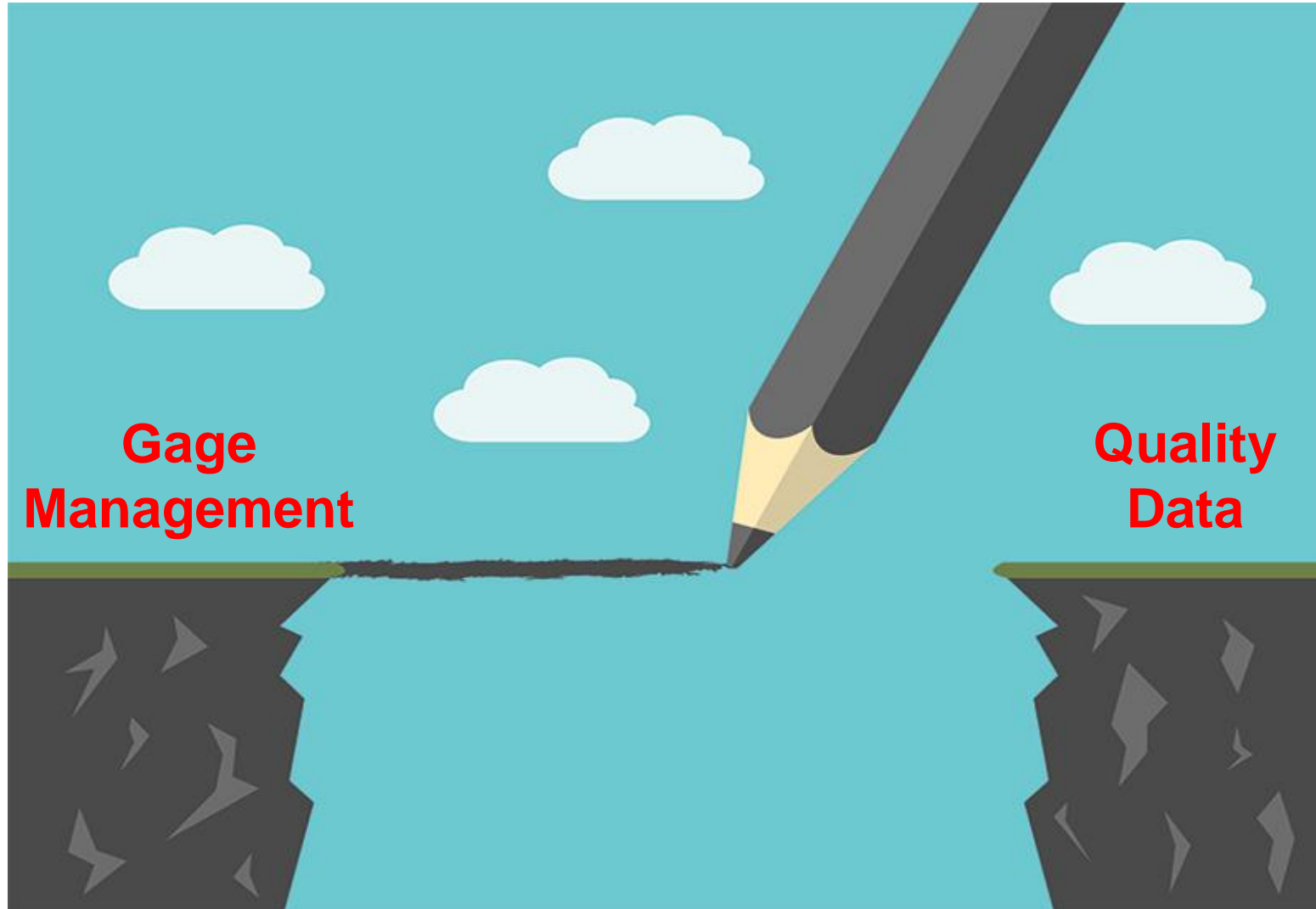
Making a logical connection between the gages and the things they are measuring is, at some point, going to pay off big time!



Build a Bridge!



Build a Bridge!



What do you do?

The parts you sent me
are the wrong size!



YOUR CUSTOMER



YOU



What do you do?

Calibration Certificate
PQ Systems

Gage number: C-06001 Manufacturer: Starrett
Gage description: Precision vernier Model number: S-12676
Gage size: 5" Serial number: 16756
Accuracy: .001 NIST number:
Calibration interval: 3 Month Next due date: 5/15/2009

Describe any compensating corrections here:

Std/Master Identification and traceability information

Serial number	Gage number	Calibration date	Calibration due date
10034	MASTER-06001	1/16/2009	2/16/2010
10034	MASTER-06001		2/16/2010

FAILED

Overall calibration result: Pass

Name	Target	Units	Acceptable -	Acceptable +	Initial result	After adjustment
Min-Range	0.100	millimeters	0.099	0.101	0.100	0.100
Lo-End	2.000	millimeters	1.999	2.001	2.000	2.000
Hi-Range	4.000	millimeters	3.999	4.001	4.000	4.000
Max-Range	5.000	millimeters	4.999	5.001	5.000	5.000

Page 1 of 1

GAGE
pack

Printed: 09/20/2009

Build a Bridge!

- Document “Part-Usage” in your gage management system.
Allows you to extract all suspect parts following calibration failure.
- Document “Gage-Usage” in your quality data collection system.
Allows you to extract all involved gages following returned product.





Parts associated with gages PQ Systems

11/8/2020

All Gages

Gage number: DX-34585

Part name	Description
Part 2	Brake cylinder - Pontiac
Part 3	Brake cylinder - Chrysler
Part 5	Brake hose fitting - Pontiac

---- Parts: 3

Gage number: M-01002

Part name	Description
Part 4	Brake hose fitting - Ford

---- Parts: 1

Gage number: MASTER-06001

Part name	Description
Part 2	Brake cylinder - Pontiac

---- Parts: 1

Gage number: MASTER-06002

Part name	Description
Part 2	Brake cylinder - Pontiac

---- Parts: 1



Gages associated with parts PQ Systems

11/8/2020

All Parts

Name: Part 1

Gage number	Gage type	Current location	Last calib date	Calib due date
PQS CAL 0001	Caliper	Gage Room		
PQS CAL 001	Caliper	Gage Room	4/13/2020	1/10/2020
PQS CAL 02	Caliper	Gage Room	11/12/2019	1/10/2020
PQS CAL 03	Caliper	Gage Room	11/12/2019	1/10/2020
PQS CAL 04	Caliper	Gage Room	11/12/2019	1/10/2020
PQS CAL 05	Caliper	Gage Room	11/12/2019	1/10/2020
PQS CAL 06	Caliper	Gage Room	11/12/2019	1/10/2020
PQS CAL 07	Caliper	Gage Room	11/12/2019	1/10/2020
PQS CAL 08	Caliper	Gage Room	11/12/2019	1/10/2020
PQS CAL 09	Caliper	Gage Room	11/12/2019	1/10/2020
PQS CAL 10	Caliper	Gage Room	11/12/2019	1/10/2020
PQS CAL 11	Caliper	Gage Room	11/12/2019	1/10/2020
PQS CAL 12	Caliper	Gage Room	11/12/2019	1/10/2020

---- Gages: 13

Name: Part 2

Gage number	Gage type	Current location	Last calib date	Calib due date
DX-34585	Micrometer	Quality Lab	8/26/2019	6/26/2020
MASTER-06001	Master Blocks	Quality Lab	7/4/2019	7/3/2020
MASTER-06002	Master Blocks	Gage Room	7/18/2019	7/17/2020
PM-Cal-0001	Caliper	Plant Floor	5/3/2019	11/1/2019

---- Gages: 4

Name: Part 3

Gage number	Gage type	Current location	Last calib date	Calib due date
DX-34585	Micrometer	Quality Lab	8/26/2019	6/26/2020
PM-Cal-0002	Caliper	Plant Floor	5/6/2019	11/4/2019

RECIPE

FROM THE KITCHEN OF PQ SYSTEMS

RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour

SERVES:

Everyone

INGREDIENT 9:

Record Retention





RECIPE



FROM THE KITCHEN OF PQ SYSTEMS



RECIPE NAME: *Gage Management*

PREP TIME: *30 min* **COOK TIME:** *1 hour* **SERVES:** *Everyone*

INGREDIENT 9:

The record retention requirement for our industry is 5 years. Purge the gage management system annually to remove things greater than 5 years old.



RECIPE

FROM THE KITCHEN OF PQ SYSTEMS

RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour

SERVES:

Everyone

INGREDIENT 9:

The record management for our industry is 5 years. We remove things greater than 5 years.






RECIPE



FROM THE KITCHEN OF PQ SYSTEMS



RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:



1 hour

SERVES:

Everyone



INGREDIENT 9:



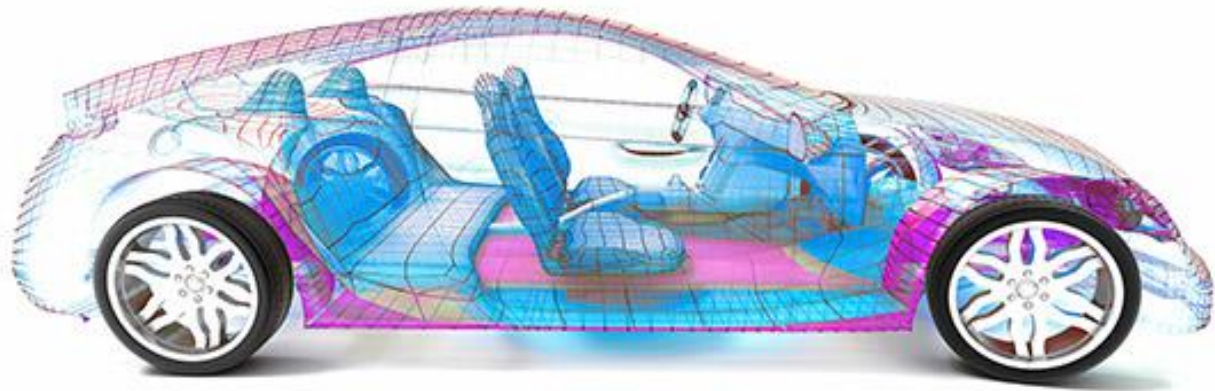
Though the record retention requirement for our industry is 5 years, there's really no need to purge aging records from your gage management system unless space becomes an issue.



What's Required of Me?



What's Required of Me?



5 Years

What's Required of Me?



10 Years

What's Required of Me?



2 Years

What's Required of Me?



6 Years

Reality...



What if...



the doctor only sees
the past 5 year's
worth of your medical
history before
deciding how to treat
you?

What if...



Gage card

↑ C-05001 ↓ Checked out

General **History** Calibration Masters Kits Calibration steps R&R ! Maintenance ! PM tasks Vendors

Event type	Entered by	Event date	Name
Calibration	David Shattuck	04/19/2012	Passed first time
Maintenance	Hanen Alkhafaji	01/26/2012	General preventive maintenance
Calibration	David Shattuck	01/18/2012	Passed first test
R&R Study	Eric Gasper	11/24/2011	
Calibration	David Shattuck	10/19/2011	Passed first try
Calibration	David Shattuck	07/21/2011	Passed first check
Calibration	David Shattuck	04/07/2011	
Calibration	David Shattuck	01/23/2011	
R&R Study	Eric Gasper	11/25/2010	
Calibration	David Shattuck	10/24/2010	
Calibration	David Shattuck	02/23/2010	
Calibration	David Shattuck	11/24/2009	Adjustment made
R&R Study	Eric Gasper	11/24/2009	
Calibration	David Shattuck	07/23/2009	
Calibration	David Shattuck	07/23/2009	
Repair	DIONNE	01/06/2009	Gage returned for use
Other	BOB	01/06/2009	Send out for repair
Check-In	FRAN	01/06/2009	Fran Returned
Check-Out	FRAN	01/06/2009	Fran Check
Calibration	David Shattuck	10/26/2008	
Calibration	David Shattuck	07/31/2008	This gage was adjusted.
Check-In	DAVID GRISSON	07/30/2007	Checked in for calibration!

Show audit records Add new event View

RECIPE

FROM THE KITCHEN OF PQ SYSTEMS

RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour

SERVES:

Everyone

INGREDIENT 10:

Your Team & Culture



RECIPE

FROM THE KITCHEN OF PQ SYSTEMS

RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour

SERVES:

Everyone

INGREDIENT 10:

Employee buy-in is critical for the success of any quality process. Engage your teammates and make sure everyone understands why their roles in gage management matter.



RECIPE

FROM THE KITCHEN OF PQ SYSTEMS

RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour

SERVES:

Everyone

INGREDIENT 10:

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RECIPE

FROM THE KITCHEN OF PQ SYSTEMS

RECIPE NAME:

Gage Management

PREP TIME:

30 min

COOK TIME:

1 hour

SERVES:

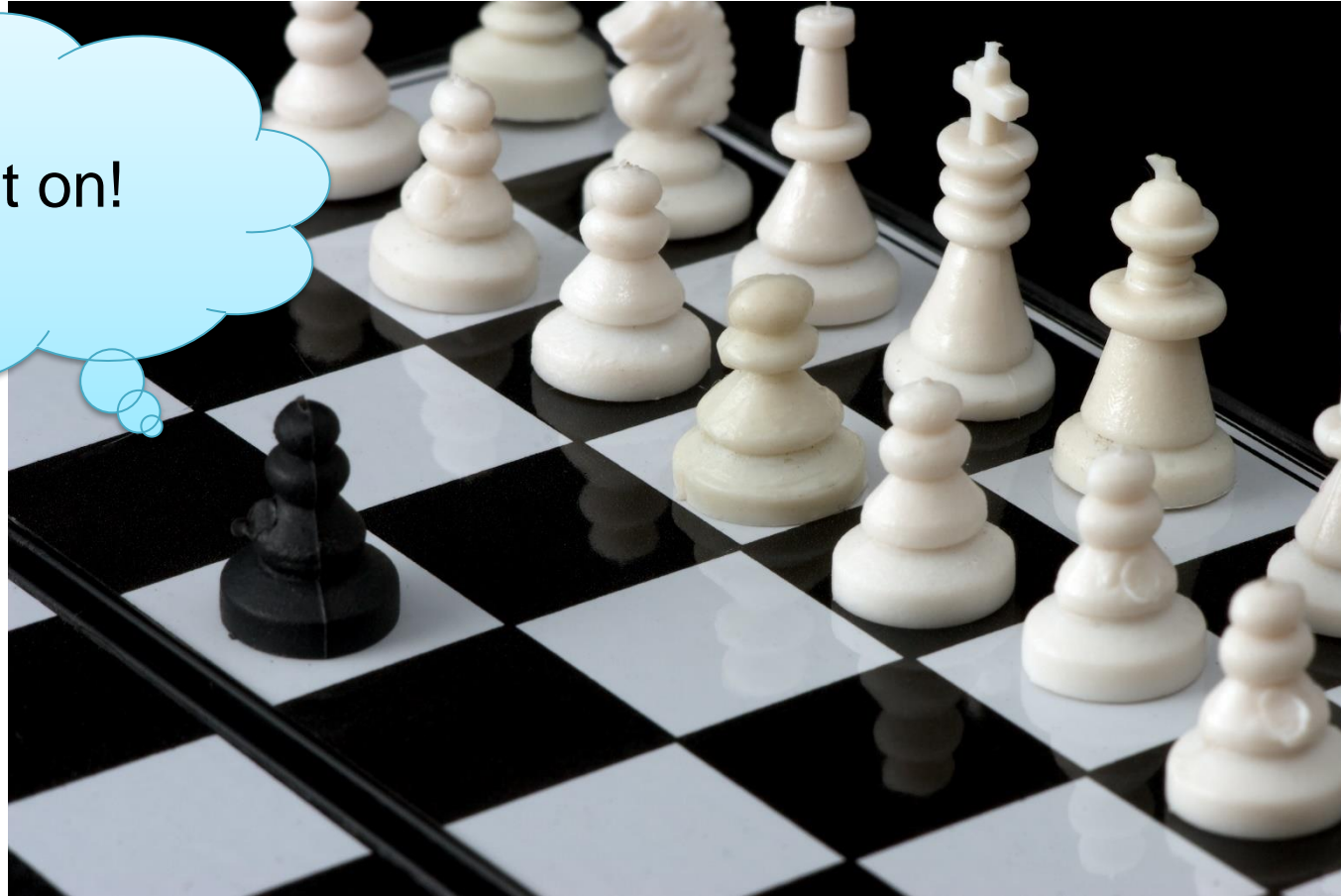
Everyone

INGREDIENT 10:

Employee buy-in is critical for the success of any quality process. Engage your teammates and make sure everyone understands why their roles in gage management matter.

Creating a Real Team

Bring it on!



Creating a Real Team



If you wish to motivate others,
you must **captivate**
them

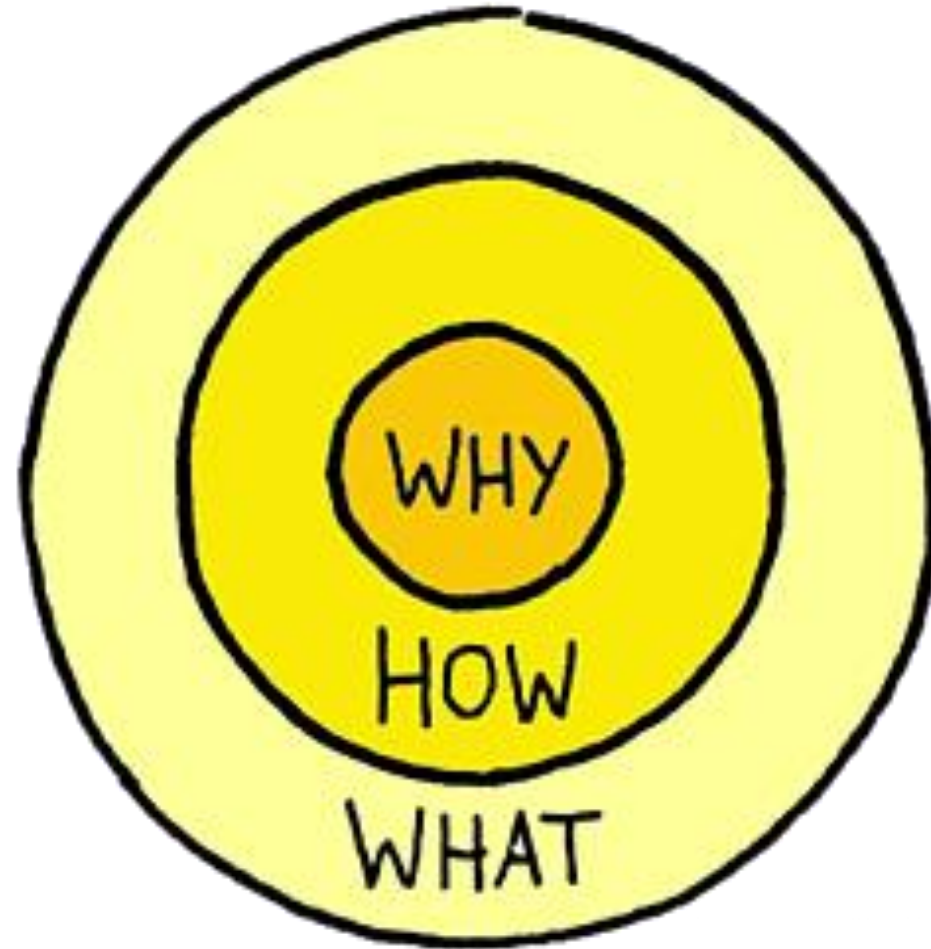


If you wish to motivate others,
you must **inspire**
them



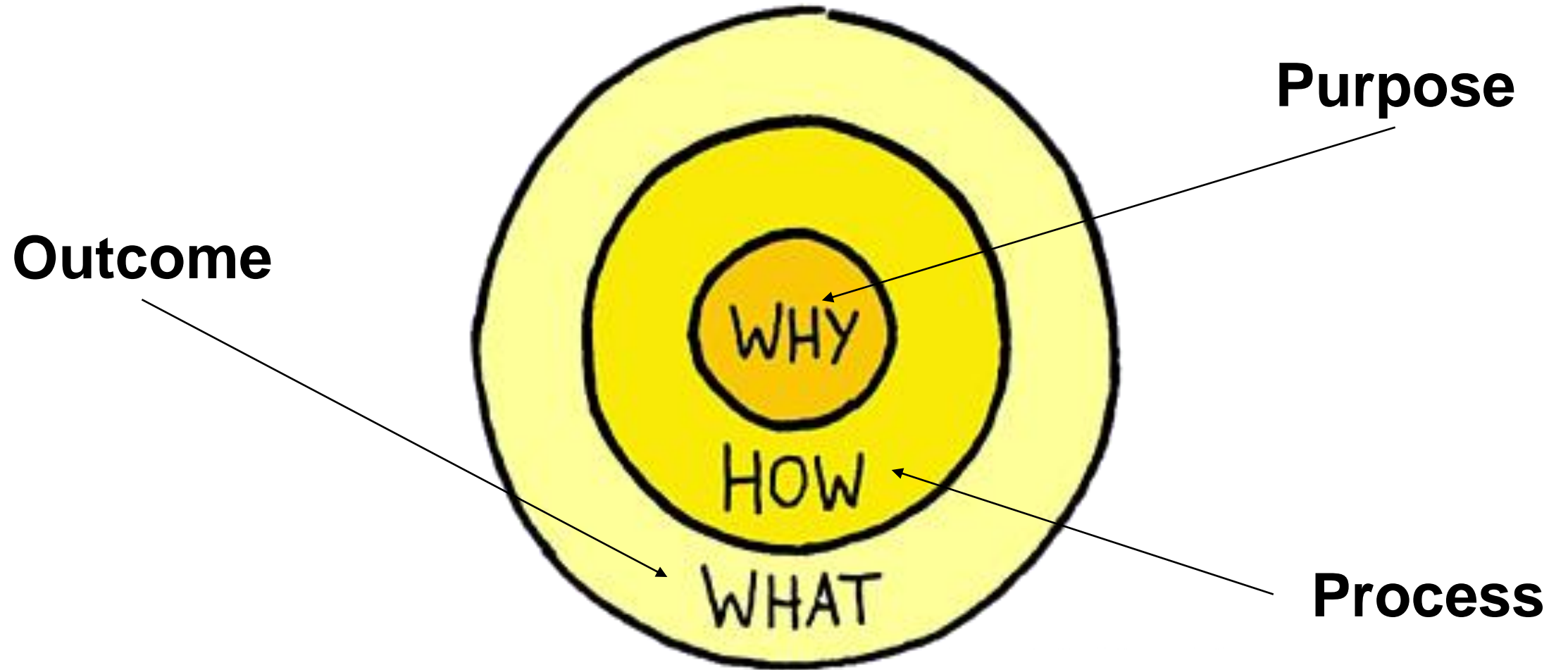
The Golden Circle

Simon Sinek



The Golden Circle

Simon Sinek



The Golden Circle

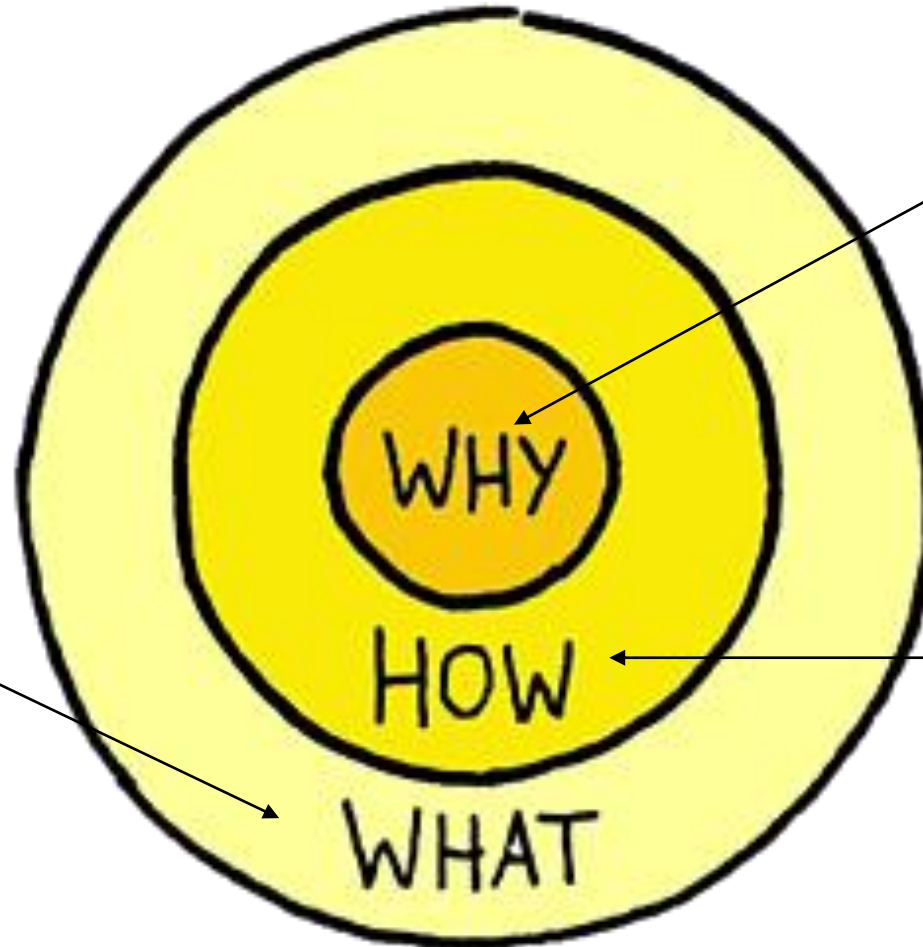
Simon Sinek



How about Gage Management?

Outcome

We know where all our gages are located, we know their history and we know they're accurate!



Purpose

We believe in delighting our customers with 100% acceptable products – exactly as we've promised.

Process

We've done all the things in this presentation to implement a sound, easy-to-use gage management system.







Thank you, Quality Digest!



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