

NKC of America, Inc.

ISO 9001:2000 Registered Company



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Apply for the 2003 Memphis Regional Chamber Quality Cup Team Award which is co-sponsored by Memphis Regional Chamber and Southwest Tennessee Community College.

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MSQPC - Sponsor of the
2004 Baldrige Regional Conference

MSQPC-The Quality Center
A partnership of the
Memphis Regional Chamber and
Southwest Tennessee Community College



Gene Bloodworth and David Lindsey discuss benefits of ISO 9001:2000 Certification (Story on Page 2)

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 Executive Director

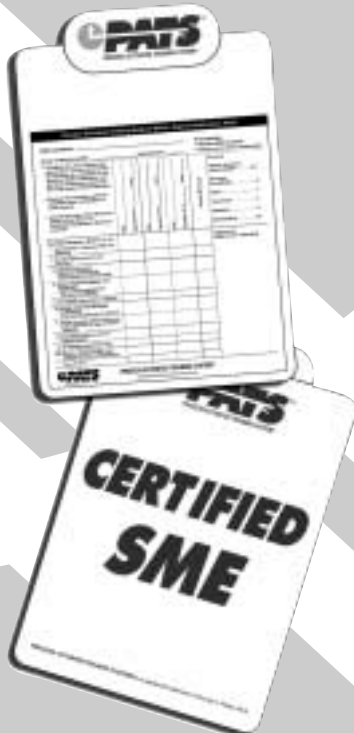
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What Can ISO 9001:2000 Do For Your Organization?



NKC of America's Memphis facility located at 1584 East Brooks Road is poised for an exciting future in manufacturing conveyor systems. NKC became certified to ISO 9001:2000 in February 2003 through on-site training by MSQPC. Before becoming certified, NKC thought they were doing an adequate job in training and documentation of processes. After the on-site experience, they realized what they had been missing. Now, they excel in documenting their daily practices and writing down procedures correctly. Training internal auditors also produced a more cohesive team.

According to Gene Bloodworth, NKC's ISO 9001:2000 Management Representative, the greatest advantage of being certified will come three to four years down the road. He says it will make the biggest difference having the ISO 9001:2000 certification as opposed to his competitors. David Lindsey, Human Resources Manager, agrees with Bloodworth by saying he is counting on ISO 9001:2000 certification to help gain future business. Another advantage Bloodworth said was that the training forced the company to come together and work as a team. It made people look at the company as a whole.

NKC of America is a leading manufacturer of conveyor systems for the automotive, electronics, and other industries. The company is a subsidiary of Nakanshi Metal Co., LTD., a diverse manufacturer located in Japan and founded in 1924. This family-owned company expanded to Tennessee and established NKC of America in Memphis in July of 1980. The Memphis location provides turnkey service to customers including design, manufacturing, and installation. In addition, the company offers aftermarket replacement component manufacturing.



As the automation of production lines is becoming more complex, more sophisticated, and more adaptable, NKC offers advanced technologies, extensive mechanical and electrical knowledge, and many years of experience in serving automobile and home appliance production facilities both domestic and overseas. NKC provides the most appropriate production line for user needs using its full turnkey systems that integrate all the processes from design to installation and maintenance. This system allows diverse conditions to be incorporated, including plant size, location, production methods, and production volume, while contributing to improved work environments, cost reduction, and improved safety, maintenance, and preventive maintenance. Mechatronics and electronics are developing at an unimaginable speed. They are used to create various production systems that meet the demands for automation and flexible production. NKC has comprehensive engineering expertise that creates the most

advanced automobile production lines based on their wealth of experience.

NKC considers a wide range of requirements when designing products to include appearance, quietness, and safety. This includes housing the conveyor's wiring and piping inside the aluminum frame which provides an environmentally friendly appearance. The market for liquid crystal display (LCD) and plasma display panels (PDP) has been growing rapidly. NKC is engaged in developing "clean conveyor systems" required in manufacturing lines for these display panels. NKC of America employs approximately 160 employees at the Memphis location. For additional NKC information, contact Gene Bloodworth at 901-396-5353. For information on ISO 9001:2000 on-site consulting, contact Loretta Dale at 901-543-3528.



MSQPC Named Sponsor

MSQPC – The Quality Center is one of four organizations co-sponsoring the 2004 Baldrige Regional Conferences in Chicago, IL and San Antonio, TX. These conferences provide valuable insight into quality and exceptional performance practices.

The 2004 Baldrige Regional Conferences will allow participants to interact in a dynamic environment where they can capitalize on learning and networking. Participants will also have the opportunity to reveal the secrets of world-class organizations in the seven Baldrige Criteria Categories- Leadership; Strategic Planning; Customer and Market Focus; Information and Analysis; Human Resource Focus; Process Management; and Business Results. The 2003 winners of the National Baldrige Award will be among the presenters.

The Memphis Regional Chamber and MSQPC—The Quality Center serve as coordinators for the Memphis Regional Chamber Quality Cup Team Award based on the RIT/USA Today Quality Cup Team Award Criteria and the Baldrige Criteria. These awards honor an individual team in each of six categories who make an exceptional contribution to their employers' quality improvement programs. The winning teams serve as role models, encouraging others to accept principles and practices that lead to continuous improvement and customer satisfaction. Information on steps in the award process and eligibility are at www.msqpc.com. The deadline for receiving the nomination form is December 12, 2003.

TRAINING

October 27-31 (Week 1) and Dec 8-12 (week 2)

Two Week Six Sigma Green Belt Training. \$4,000 for two weeks and all materials (includes MiniTab Software). Memphis Area price only. In partnership with Smarter Solutions. Facilitated by Maury Ayer.

September 29-October 1, 2003

Three-day Six Sigma Champion Training. \$1,195. In partnership with Smarter Solutions. Facilitated by Maury Ayer. Covers History and Methodology, Roles and Infrastructure in the Implementation of Six Sigma. Memphis, TN

October 23-24, December 4-5, 2003

Internal Auditor Training. \$395. Facilitated by Bob Belcher. Provides essential skills for conducting internal quality system audits. Memphis, TN.

November 6-7

Implementation/Documentation of ISO 9001:2000. \$395. Facilitated by Robert Belcher. Insight into the emergence of the ISO 9000 quality management and quality assurance standards and provides skills and techniques for preparing effective documentation. Memphis, TN.

First Quarter 2004

Lead Auditor Course. \$1,495. In partnership with American Strategic Services Alliance, Ltd. Facilitated by Fern Cowen. A five-day course that covers all knowledge and skills needed for quality assessments. Memphis, TN

New Course Offerings Coming Soon

2-Day Continual Improvement ISO 9004:2000 \$595

3-Day Occupational Safety and Health Management Course \$795

MEMPHIS REGIONAL CHAMBER QUALITY CUP TEAM AWARD

“Based on RIT/USA Today (America’s Team Award) and Baldrige Criteria”

2002 Winners:

Buckman Laboratories, Inc.
Cellular South
Sears Logistics Services, Inc.

2001 Winners:

Smith & Nephew
Methodist Le Bonheur Healthcare-Germantown
Ewing Moving

2003 Applications are online at www.msqpc.com

Apply for the 2003 Memphis Regional Chamber Quality Cup Team Award which is co-sponsored by Memphis Regional Chamber and Southwest Tennessee Community College
www.msqpc.com, www.memphischamber.com, www.southwest.tn.edu



The Award is managed by the Mid-South Quality & Productivity Center (MSQPC) - a partnership of the Memphis Regional Chamber and Southwest Tennessee Community College and a Tennessee Board of Regents Center of Emphasis

Baldrige Goes To College

Dr. Donald Fisher, Executive Director of MSQPC conducted two Baldrige/SACS Self-Assessment Workshops for Houston Community College System (HCCS) and met with the Oracle Software Team in Houston, TX, during August 20-22, 2003. The Oracle Software team met with Dr. Fisher to discuss the feasibility of incorporating a portion of his recently completed workbook, "*Beyond the Bounds for Higher Education*," in a new software package to assist colleges in meeting accreditation standards. Dr. Fisher's manual aligns SACS' accreditation compliance requirements with the Baldrige Criteria.



HCCS / Oracle Team (left to right)

Dr. Patricia Williamson, Interim President - (HCCS - Central)
Lady Huffaker, Institutional Research - HCCS
Patti Stevens, Oracle Corporation Director
Dr. Donald C. Fisher, Executive Director - MSQPC

HCCS is the nation's second largest community college system (five colleges and an enrollment of 55,000 students). The benefits that they will derive from the Baldrige Workshops will be:

- A quality check for an alignment of educational initiatives that the Board of Trustees can identify and understand
- A simplified understanding of the Baldrige for education questions and alignment with SACS accreditation compliance issues
- User-friendly guidelines for institutional self-assessment and strategic planning for all of the colleges within the system.
- Translation of Baldrige Criteria into layman's language that faculty and staff can understand and apply.
- Baseline data for each institution's initiatives within their overall system and an assessment of their degree of integration and alignment
- Areas of strength and areas of improvement for each institution
- An assessment tool based on the Baldrige scoring process for faculty and staff
- An alignment of the Baldrige assessment findings with SACS Accreditation compliance issues

Dr. Fisher worked with the HCCS Chancellor, Dr. Bruce Leslie, and Dr. Patricia Williamson, Interim President of HCCS-Central, in addition to several of the Presidents and Trustees from the college system. Chancellor Leslie noted during the Baldrige workshop that "Houston Community College System will become a national model based on using the Baldrige Criteria as a model for Service Excellence for Students."

¹ The Southern Association of Colleges and Schools (SACS) is a private, non-profit, voluntary organization. The Association is comprised of the Commission on Colleges, the Commission on Secondary and Middle Schools, and the Commission on Elementary and Middle Schools. The three commissions carry out their missions with considerable autonomy, developing their own standards and procedures.

Memphis Regional Chamber Six Sigma Forum

The first meeting of the Six Sigma Forum was hosted by MSQPC—The Quality Center at the Memphis Regional Chamber FedEx Board Room on August 6. Maury Ayer, MSQPC consulting associate, facilitated the meeting by previewing a suggested agenda and allowing the team to provide feedback and reinforcement of priority issues. Participants had an opportunity to field questions or provide input into the planning session.

Possible topics which emerged in the brainstorming session were:

- How does an organization keep Green Belts involved?
- What is a sample day-to-day routine for Six Sigma users?
- How are projects identified and selected?
- How are challenges overcome?
- How and when does an organization use surveys?
- How do you improve Design of Experiment (DOE)?



The second meeting hosted by Primacy Relocation was a panel discussion on selection of projects. Representatives from Comprehensive Marketing, Smith & Nephew, Ford Motor Credit Company, Sears Logistics Services, Inc., VP Buildings, Tate Computer Systems, Storage USA, Primacy Relocation, LLC, Methodist Healthcare, Wurzburg, Inc., Service Master, FedEx, Cummins, Cargill, and Technicolor participated in the forum.

Individuals interested in participating in the Six Sigma Forum can call 901.543.3528 or 901.543.3530 to register.

Did You Know?

SOUTHWEST TENNESSEE COMMUNITY COLLEGE

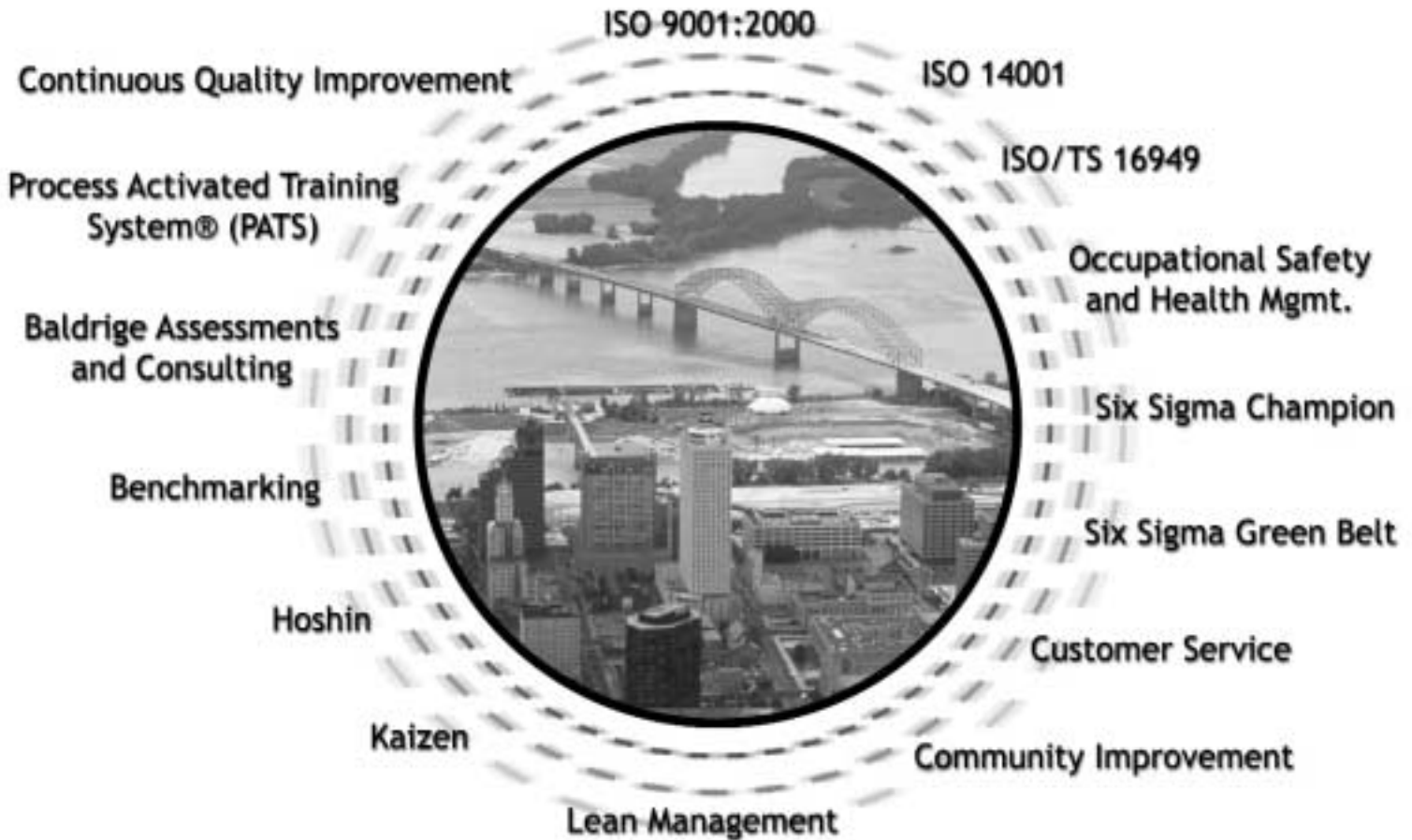
- Southwest is Tennessee's largest two-year college
- Southwest serves more than 12,000 students in Memphis, Shelby and Fayette counties, and the Tri-State area.
- Southwest offers courses in liberal studies, health sciences, technology, and increased skill levels
- Southwest offers 39 programs for career studies and transfer
- Southwest offers 37 two-year programs leading to immediate career entry through the Associate of Applied Science (A.A.S.) degree
- Southwest has more than 40 areas of interest in traditional university transfer programs through the Associate of Arts (A.A.) degree and the Associate of Science (A.S.) degree.
- Southwest offers Academic Certificate and Technical Certificate programs in 28 areas. Technical certificates are usually completed in no more than one year, and prepare students for immediate entry positions in high-demand, specialized fields.
- Southwest, a Tennessee Board of Regents institution, is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools.
- MSQPC is a partnership of Southwest Tennessee Community College and the Memphis Regional chamber.

Fisher Discusses Quality



Dr. Donald Fisher, MSQPC Executive Director discusses the Center's Global Quality initiatives with Secretary of the Treasury John Snow after the Secretary's speech at the Raquet Club in Memphis. Fisher presented to the Secretary the Memphis Regional Chamber's involvement in several quality initiatives throughout the region, the nation, and globally.

MSQPC's Quality Training



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Participant Name _____
 Title _____
 Company _____
 Mailing Address _____
 City _____ State _____ Zip _____
 Email _____
 Fax _____ Phone _____
 Workshop Title _____ Date _____
 Memphis Regional Chamber Member? Yes ___ No ___
 Method of Payment (check one)
 Check (payable to MSQPC-The Quality Center)
 Purchase Order (P.O. # _____)
 Visa Master Card American Express
 Card Number _____
 Expiration Date _____
 Cardholder's Name _____
 Authorized Signature _____
 Date _____ Amount _____

Payment or a written purchase order is required to confirm registration.
Web site: www.msqpc.com

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Questions?

Call MSQPC at
 (901) 543-3530 or 543-3528

Substitutions and Cancellations:
 Cancellations made more than 30 days prior to the start date of the course will be charged a 10% processing fee. Cancellations made 14 days before the course starts will be charged 50% of tuition. Registrants who fail to attend are responsible for the entire course investment. No refund of fees is offered for cancellations made less than two weeks prior to the course beginning. Cancellation requests should be submitted in writing. Substitutions are allowed at any time with written authorization.

Travel and lodging are not included in the cost.



Impacts Southern Hospitality For A Historical Landmark Hotel



The Partridge Inn is continuing their tradition of offering gracious southern hospitality through the use of the PATS system within the entire hotel operation. "Best Practice" employees known as Subject Matter Experts (SMEs) are documenting The Partridge Inn's "Best Practices" that have accumulated over 100 years within the South's Grand Hotel.

The Partridge Inn, located in Augusta, GA, has recently installed the Process Activated Training System® (PATS) within their historic 100-year old site. The Partridge Inn has been the site of major milestones for over 100 years – presidential visits, world events, and international sports events including the famous PGA Masters Tournament. The Partridge Inn's rich storied past is immediately apparent in its highly trained staff that plays close attention to detail when it comes to guest satisfaction.

To Learn More About PATS, Please Visit Our Website At:

ProcessActivatedTraining.com



**PATS:
A Revolutionary Advance
In On-The-Job Training**

- Re-engineers And Simplifies Core Work Processes
- Addresses ISO 9001:2000 Training Requirements And Six Sigma Projects
- Focuses Employees On Cycle-Time Reduction Of Core Processes
- Recognizes Employees For Improving Process Standards
- Promotes Just-In-Time Learning
- Reduces Employee Learning Cycle Time
- Documents Core Work Processes

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