



# 'ANGUS BARKS'

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## ***Quality Talk (con't.)***

### **Quality is hard work.**

It's hard to shut down a malfunctioning machine, when you know the boss is anxious to ship the part you're working on. It's hard to pre-flight an operation, when it seems that no one else cares. It's hard to sit and wait when the only work available has open blocks on the routing sheets. Writing up a call-out on your work is hard on the ego.

Taking the easy way out of quality situations, may make your shift smooth or your cell-leader happy. But only for the moment. The long-term consequences of taking the easy road on quality will be bad for you, bad for the Company, or bad for the customer. When the Union asks you to work hard for quality, we are asking you to protect your future, the future of our Plant, and the future of the flying public.

**FOLLOW PROCEDURES:** The customer pays GE a price for the products we make, based on a documented procedure for each part. If you fail to follow your job sheet, because you prefer an easier or quicker method, then the customer is not getting what they're paying for. Your signature or pay number on the routing sheet certifies your operation was done legit by you. Deviations from job procedure must be authorized in writing by management. Verbal instructions don't cut it. If your cell-leader pushes you to deviate from planning, tell him to put his signature where his mouth is.

**MACHINES & TOOLING:** We run some of the oldest machines in the Aviation division. We still make parts for mature engines as old as the J85, T58 and T64. Some day in the future, we may all have up-to-date methods and modern machinery. Until then, this Plant survives in a fierce global economy on the smarts and resourcefulness of our members and our management. It's important that our new members understand that doing the job right goes beyond following the job sheet. To produce quality parts to close tolerances on our current equipment, you need an alert mind, honesty in identifying mistakes, and good communication between shifts.

**PAPERWORK:** Routing sheets are preserved for 30 years. If an engine has a problem in the field, the FAA or USN need traceability all the way back to the forging house. All work, rework, all processes and inspection performed on a part must be accurately reflected on that paperwork. When responsibility for root cause is determined, it goes directly back to the operation, tooling, material, and signatures on the paperwork.

### **Quality is a daily fight.**

Earlier this year in Plant I, a machinist running a critical operation shut down his machine several times in a row because it couldn't hold the tolerances. Management reassigned him to different machinery. When a second operator reported the same problems, management didn't believe him either. They pointed to an off-shift operator who was giving them the production they wanted off the same machine, and not shutting it down. Only when the second operator took a stand, and proved several week's worth of hardware was discrepant, was the machine diagnosed properly, and parts ordered for repair.

Twice in Plant II, a manager wrote an operator's pay number into the operation block of a routing sheet, without the operator's knowledge or permission. This kind of reckless behavior undermines the entire quality system. In one situation, our member found out from alert co-workers what happened, and lodged a complaint. In the other situation, our member chose not to come forward. The Union wants all our members to have the confidence to raise quality concerns. The Union will support your right to come forward with a quality concern. It's a fight you can win.

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