

# NADEP NEWS



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## Naval Engine Airfoil Center gains ISO 9000 registration

**TOO HARD. IMPOSSIBLE. CAN'T BE DONE.** Say these words to most employees confronted with a major project, and they'll quickly succumb to the power of negative suggestion. Say these words to any of the 60-plus Naval Engine Airfoil Center (NEAC) employees, and you'll be greeted with a tolerant smile. The difference?

The NEAC team has achieved a success previously thought unimaginable—they've been awarded the International Organization for Standardization (ISO) 9000 registration (and the recognition that accompanies such international status) for their quality system.

**"Just as North Carolina was 'First in Flight,' the Carolina depot has set the standard for aviation industrial repair facilities. A year ago, we set our goal on being a world-class facility in five years. This ISO 9000 registration is just an indicator we will reach that goal!" — Col. William F. Scott, NADEP Commanding Officer.**

In a ceremony conducted in the Naval Engine Airfoil Center April 9, Diane Pryde, Quality Management Institute (QMI) Director of Marketing and Sales, presented



Photo by Larry Conley

Proudly displaying the banner denoting the Naval Engine Airfoil Center as an ISO 9002 registered organization are from left: John "Bud" Cuthbert, Quality Management Institute (QMI) Manager, Client Services for the United States; Ron Sappenfield, Naval Engine Airfoil Center (NEAC) Technical Director; Col. William F. Scott, NADEP Commanding Officer; Diane Pryde, QMI Director of Marketing and Sales; and Bruce Laviolette, NEAC Production Manager.

Col. William F. Scott, NADEP Commanding Officer, a certificate of registration denoting the NEAC's registration as an ISO 9000 registered organization.

In accepting the certificate recognizing this important achievement for the Airfoil Center, Colonel Scott, said, "Just as North Carolina was 'First in Flight,' the Carolina depot has set the standard for aviation industrial repair facilities. A year ago, we set our goal on being a world-class facility in

five years. This ISO 9000 registration is just an indicator we will reach that goal!"

Also taking part in the ceremony were John "Bud" Cuthbert, QMI Manager, Client Services for the United States; Ron Sappenfield, NEAC Technical Director (6.1.06); and Bruce Laviolette, NEAC Production Manager (6.1.068).

Among those attending were NEAC team

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employees who were presented certificates for their contributions to the NEAC's achievement of ISO 9000 registration. Also in attendance were MGen. Geroge Karamarkovich, Commanding General, MCAS Cherry Point and Col. Robert N. Leavitt, NADEP Executive Officer.

## NEAC team members recognized

The following NEAC team members were recognized for their contributions to the NEAC's achievement of ISO 9000 registration: Linda Allen, Terry Allen, Anthony Andrews, Julian Arrington, Mark Bastyr, Jettie Bell, Clarence Bennett, Mike Booth, Lewis Bridges, Larry Brooks, James Butts, James Carter, Edward Cheever, Dennis Cochran, Kathleen Cook, Wayne Cox, Jacqueline Davis, Patsy Davis, William Davis, Anthony Fisher, Rebecca Fisher, John Gallant, William Gaskins, Henry Gilliard, John Goguen, Carl Griffith, Sandra Hawkins, Mark Hufnagle, Bill Irwin, Bruce Laviolette, Willie Lewis, Aida Littlejohn, Warren McDevett, Johnnie Miller, Mike Miller, Bobby Mizell, Charlie Murphy, Keith Nelson, Carrie Nolon, Joseph Peacos, Ron Perry, Mark Petraccoro, Joe Pierce, Kathy Pryor, Martin Reid, James Salter, Ron Sappenfield, Carl Sauer, Katherine Smith, Carlos Sosa, Brenda Stilley, Hubert Suggs, Woodrow Taylor, Alvin Thomas, John Uzzell, Dennis Vary, Clifford Vereen, Art Villanueva, Stevie Vincent, James Watts, Dennis Wells, Dennis Welsh, Leroy Williams and Michael Willis.

## Success story

Why the connection between the NEAC and ISO 9000? Very simple. Nothing succeeds like success. And how NEAC got to this point is indeed a success story.

In August 1995, the NEAC was re-organized under a new management team, with a more comprehensive mission and better defined organizational goals and bench-

marks. With a renewed emphasis on product quality and turnaround-time, a reduction in the cost of that quality and a premium on customer satisfaction, within a year the NEAC had made measured, phenomenal improvement.

Specifically, by August 1996, the NEAC had evolved from being a financial loser of \$1.5 million per year to a profit maker of approximately \$4.7 million. Overhead was slashed by 50 percent, processes were streamlined, customer confidence (which had been eroding) was strengthened, new markets were being tapped and new technology was being explored. Most importantly, every NEAC employee was convinced that he or she had an important part of controlling the NEAC's destiny.

After a year of repositioning their business from being on the verge of collapse to a complete rebirth, the NEAC began looking for new worlds to conquer. And in stepped Col. William F. Scott, the NADEP Commanding Officer.

Fascinated by the complete and quick turnaround of what had been a failing enterprise, Colonel Scott began exploring the idea of seeking ISO 9000 registration. With absolutely no experience, road map or familiarity of the ISO 9000 process, but with the zeal of a revival preacher, the CO challenged the NEAC to go one step further—to seek and obtain the prestigious and coveted ISO 9000 registration.

With this challenge, the NEAC embarked on what many thought was a fruitless quest.

## ISO 9000 defined

ISO 9000 is a series of quality standards which outline the requirements for quality management systems. It is an internationally accepted system of rating quality management and quality assurance. With its roots in the European Community, the ISO 9000 series has been adopted by more than 80 countries. These include the continent of Europe, the United Kingdom, Japan, the United States and Canada. The system measures 20 key elements of business management and must be familiar to all personnel. It must also be strongly supported by management. Generally, ISO 9000 is

implemented by management and becomes a part of the business management and philosophy.

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*In achieving this ISO 9000 registration, McGraw-Hill (the official publisher of the ISO 9000 Registered Companies of North America) has verified that the NEAC is the first major Department of Defense industrial facility, the second Naval activity and the fifth federal agency to be ISO 9000 registered.*

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## Implementation effort begins

The NEAC began the ISO 9000 implementation effort in August 1996. Starting from ground zero, the NEAC did the following:

- (a) Set ISO 9000 milestones and a timetable to achieve them.
- (b) Instituted an implementation team which reflected a cross-section of plant employees.
- (c) Trained every employee on ISO 9000.
- (d) Established committees to pursue each of the 20 aspects of the ISO 9000 quality system.
- (e) Fashioned a formal quality policy and manual.
- (f) Completed an intensive, pervasive review of all administrative and production processes, ensuring that all documented processes were accurate and those processes that were not documented, were carefully recorded.
- (g) Documented management evaluations of the quality system.
- (h) Continually reinforced quality aspects to the workforce.
- (i) Implemented quality changes that enhanced the end products.

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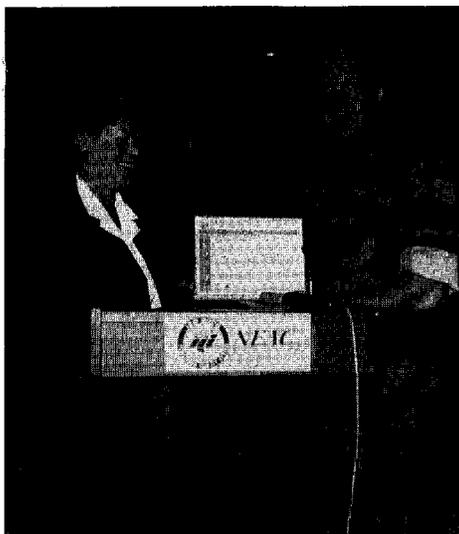


Photo by Larry Conley

*Diane Pryde, Quality Management Institute Director of Marketing and Sales, presents an ISO 9002 certificate of registration to Col. William F. Scott, NADEP Commanding Officer. The certificate acknowledges the Center's registration as an ISO 9000 registered organization. Colonel Scott accepted the certificate on behalf of the 60-plus NEAC team employees.*

## Leave transfer program

The Voluntary Leave Transfer Program allows for other DOD employees to donate their annual leave to employees experiencing a medical emergency.

The following depot employees are currently participating in the program: Theresa Byrd-Taylor, Josephine Cisco, Charles Collier Jr., Michael Edwards, Richard Falls, Fred Jackson, John Metzgar, Albert Mezzaroba, Sarah Miller, Waldon Sawyer, Donald Sickels, James Strayhorn, Glenwood Swindell, Morris Williams, Kenneth Young and Judith Zapp.

Those interested in donating annual leave (must be a minimum of one hour) may contact Terry Morton, Ext. 4-7102, as there is a separate form to complete, or for additional information about the program.

**Memorial Day  
observed  
May 26**



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(j) Instituted internal quality audits and a greater reliance on statistical techniques.

## NEAC becomes ISO 9000 compliant

Approximately six months after starting this venture, the NEAC underwent a rigorous and comprehensive three-day audit by certified ISO 9000 auditors from the Quality Management Institute (QMI). On March 20, 1997, the auditors certified the NEAC's quality system as compliant with ISO 9002.

Due in part to the level of compliance, the NEAC is registered by several eminent registration accreditation boards, most notably—the Registration Accreditation Board of the American National Standards Institute, the Standards Council of Canada and the Dutch Council for Accreditation. These registrations ensure recognition and acceptance of the NEAC quality system throughout the world.

## How NEAC rates

In achieving this ISO 9000 registration, McGraw-Hill (the official publisher of the ISO 9000 Registered Companies of North America) has verified that the NEAC is the first major Department of Defense industrial facility, the second Naval activity and the fifth federal agency to be ISO 9000 registered.

The QMI auditors were particularly impressed with the NEAC's outstanding materials and production handling system noting that it was the best application that they had ever seen, the professionalism of the contents and format of the quality manual, the work ethic of the workforce and cleanliness and organization of the facility as a whole.

The auditors also noted that the NEAC was one of only two organizations to have passed the audit with no deficiencies. This becomes especially significant since QMI has registered over 3,000 companies in North America.

## The future

What next? The NEAC will continue to grow and mature their organization within the framework of ISO 9000 by focusing on customer satisfaction, aggressive marketing and business expansion, exploitation of new technology and equipment, development of new processes and a contractual obligation to maintain the ISO 9000 standards. Most importantly, the NEAC will continue to invest in the NEAC team, the group of individuals who proved that they collectively have the patience and the skill to do difficult things readily.

## AV-8 REMAN program update

*by David Beveridge  
Supervisor, REMAN Shop (6.2.95771)*

The Remanufacturer (REMAN) program was started in June 1994.

It was designed for NADEP Cherry Point, McDonnell Douglas Aircraft Corporation and British Aerospace as a joint venture to remanufacture an updated version of the AV-8B aircraft.

The Day Attack AV-8B would be modified to the Night Attack Version by transferring 303 overhauled, modified or reusable items into 22 separate kits shipped to McDonnell Douglas Aircraft and British Aerospace at a significant savings to the taxpayers.

There are 72 aircraft slated to go through the modification at this time, through the year 2002.

There is a possibility of having 24 additional aircraft to go through this modification process.

In April of 1996, a REMAN Shop (6.2.95211), which is now Shop (6.2.95771), was created for this specific task. At that time, the turnaround time was cut from 221 days to 114 days.

Aircraft number four is already back in service with the fleet, and aircraft number 14 was inducted Jan. 14, 1997 for the modification.