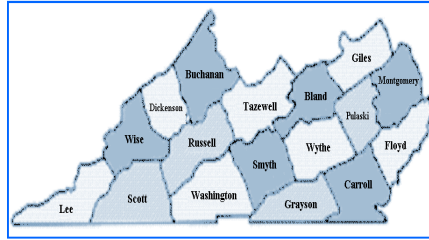
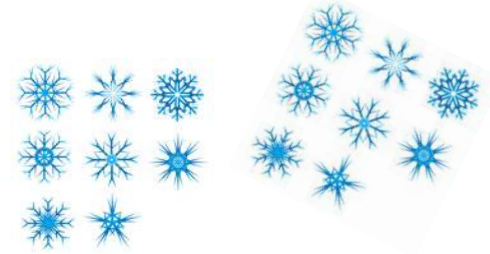




December 2010



Serving 17 counties and 4 cities in SWVA



INSIDE THIS ISSUE

News from the Director.....1
 Engineering Corner2
 LSSGB Ceremony.....2
 MTC Board Members Elected.....3
 Customer Satisfaction.....3
 Environmental Corner.....4

Upcoming Events

- December 8—LSS Peer Group Forum
- January 17—LSSGB 12 Week Course
- January 26—Innovation Workshop
- February 16—ISO 14000 Overview
- February 23—Lean Six Sigma Overview
- February (TBD) - Environ/Energy PTP
- March 23—Job Shop Lean
- TBD—ISO 14001 Internal Audit

{ Check MTC's website for continuous workshop and event activity. }

"The MTC will be recognized as the technical resource of choice for Southwestern Virginia's business community."

FROM THE DIRECTOR



Keith Thompson, Executive Director

What is the economic outlook for our region? This is the question everyone is asking. The manufacturing sector in Southwest Virginia seems to have rebounded a bit in the 2nd and 3rd quarter of 2010; however, there are still extreme cost pressures on all products in the marketplace.

One of the primary services of the MTC is to assist clients in process improvement and problem solving skills. With the cost of goods sold being so important, our clients see how MTC services can help them meet their goals. **"A3" Problem Solving and Lean Six Sigma** are methods to improve the problem solving results of your workforce. We can customize a program for your organization and workforce. In addition to our technical services, MTC staff will try to find funding assistance for our clients. Through grants and cost share programs, funding assistance may be available to your organization. Contact our staff to discuss your needs.

Thank you for reading our newsletter. Remember to visit our website at www.mtcofswva.org to find out more about the MTC, our staff and our upcoming events.

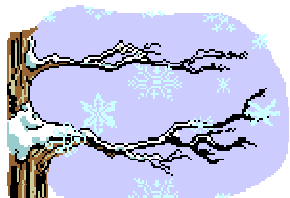
Keith Thompson

Executive Director



Linda Newman

Thank you for your support of the MTC. As we move into 2011, best wishes for a prosperous and healthy year.



"If we had no winter, the spring would not be so pleasant; if we did not sometimes taste of adversity, prosperity would not be so welcome."

Anne Bradstreet



MTC Lean/Six Sigma Services Evolve to Keep Pace with Changing Client Needs



The MTC continues to expand and modify its Lean/Six Sigma offerings to keep pace with client's ever-changing needs. As our clients continue to become more knowledgeable about these methodologies, they tend to have less need for demonstrations of how to apply the tools and more help with the broader goal of culture change.

To support this more advanced client base, the MTC has developed services to assist our client's efforts to move beyond basic implementation.

These efforts include, among others:

- Establishing in-house Continuous Improvement functions/departments;
- Identifying and developing Lean/Six Sigma "Champions";
- Executing targeted, carefully-planned, culture change initiatives;
- Applying Lean/Six Sigma tools to transactional processes;
- Creating customized training courses and materials for in-house use.

If your company is well along the path to Lean/Six Sigma implementation and would like help with some of the more advanced tasks listed above, please contact the MTC at 276-223-4889 for a free consultation.



LEAN SIX SIGMA GREEN BELT

In a ceremony held November 23, 2010 at Wytheville Community College, the Manufacturing Technology Center (MTC) and WCC Workforce Development presented certificates to three local industrial professionals. A certificate for achieving the Green Belt level of proficiency in the Six Sigma System of Continuous Improvement was awarded to Mike Forrest, Brian Carrico, and T. J. Rowland. Six Sigma is a revolutionary business process geared toward dramatically reducing organizational and process inefficiencies that translates into bottom-line profitability. The key to the Six Sigma methodology is a five-step process: Define, Measure, Analyze, Improve, and Control (DMAIC). By systematically applying these steps (with the appropriate tools), practitioners of this approach have been able to save substantial dollars. There are 4 levels of certification ranging from the entry-level yellow belt through green belt, black belt, and master black belt. Green belt training requires the completion of a rigorous 12-week training program which runs in parallel with the student completing a successful Six Sigma project at their place of business. This 12-week class was taught by MTC Project Engineer, Herb Bird, and Six Sigma Black Belt, Nelson Teed, Project Engineer. MTC will conduct a SSSGB beginning January 17, 2011 at New River Community College (http://www.mtcofswva.org/LSSGB_011711.pdf). We encourage anyone interested in this course to contact the MTC at 276-223-4709.



L-R Angela Lawson, VP of Workforce Development; Students, Mike Forrest, Brian Carrico, and T. J. Roland; and Nelson Teed, LSSGB Instructor

MTC Board Elects New Members

On November 18, 2010, the MTC Advisory Board met at the Smyth Education Center in Atkins, Virginia. The Board elected three new board members.



Tiffany Armes is employed with Bucyrus International (*a company just recently being acquired by Caterpillar, Inc*) as Production System Site Leader and brings 15 years of manufacturing experience to the Board. Tiffany has held supervisory and management roles in rotation, production management and shipping, quality engineering, Lean, Kaizen and 6S. Tiffany is a certified ISO auditor for ISO 9000:20000, (QS9000) and certified in TS16949 (automotive) and ISO 14001 (environmental).

Tiffany Armes

Eric Vrsansky, is employed with Moog Components Group in Blacksburg as Production Manager. Eric brings to the MTC Board 25 years of extensive manufacturing. His experience includes fiber optics industry, automotive industry, strong lean manufacturing skills in Kaizen, overall equipment effectiveness, VSM, Cellular Manufacturing, root cause analysis, 5S and Six Sigma. Eric has completed a Six Sigma Green Belt training.



Eric Vrsansky

Jay Kelly

(Photo
unavailable)

Jay Kelly is employed with Thistle Foundry in Bluefield, Virginia. Kelly has 48 years of experience in the foundry industry. He graduated at Bullard Havens Technical School, a 4-year Foundry program. He has experience in melting with cupola, air furnace, ark furnace and induction melting. Thistle Foundry melts steel, stainless steel, ni-hard, iron, and manganese steel.

The Manufacturing Technology Center and its Advisory Board is pleased to have Tiffany, Eric, and Jay join the Board. The MTC Board is always open to consideration of new board members. If you or someone you know would like to be considered to serve on this Advisory Board, please contact Linda Newman at (276) 223-4709 or wcnwml@wcc.vccs.edu.

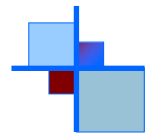


CUSTOMER SATISFACTION!

"I want to extend our thanks to the MTC for their continued support to Bondcote Corporation. The previous A-3 problem solving class that I attended in November was great. Claire Pickrell did an outstanding job teaching this class; she is a real people-oriented person. Upon my return from this class at NRCC, I had discussions with some of our core group team members about how that process works. They were amazed at how the Fish Bone affect works in identifying production process issues. That process has proven to be of essential benefit to our organization. I look forward to continuing our education with MTC."

Donnie Kemp
Plant Manager
Bondcote Corporation





Environmental Corner



The **ISO 14000** series of standards address "**Environmental Management**". This means what the organization does to minimize harmful effects on the environment caused by its activities, and to achieve continual improvement of its environmental performance. ISO 14001 was initially published October 1, 1996 with the current revision being approved in 2004. There are many benefits of an EMS and ISO14000. Companies are seeing increased profits by reducing cost of goods sold.

Many companies are finding that an EMS driven by ISO 14000 can help reduce the quantities of materials and energy used to make products when the EMS includes analyzing the raw materials, byproducts, and waste. An ISO 14000 EMS can help a company market to customers. A 1990 Gallup poll found that 52% of those surveyed stopped buying products with a poor environmental image. Establishing a strong environmental image can help attract environmentally conscious customers and provide an advantage over competitors. Another benefit is improved compliance with legislative and regulatory requirements which could reduce penalties and remediation costs. Finally, society in general benefits when companies reduce pollution with the help of ISO 14000. Natural resources last longer since less are being used. Landfills receive less waste so they last longer and air, water, and soil are cleaner.

If you are interested in learning more about ISO 14001 or have decided to implement an EMS using ISO 14001 contact the Manufacturing Technology Center. We have engineers that are Lead Auditor trained and knowledgeable in ISO 14001 requirements and implementation. We also have an ISO 14001 Internal Auditor class so you can train your internal auditors to the ISO 14001 standard.