



**Welcome to Plymouth Industries first newsletter ever!**

It is our hope to inform the members of the Plymouth Industries team, of happenings that will affect us as we attempt to grow and develop the company, its products and service, and its employees.

**ISO 9001:2000 Update...**On November 27-30 the Perry Johnson Registrar audit team of Mark Krefman and Timon Waugh conducted a registration audit at both the Beatrice and Plymouth plants. Upon completion of the audit, Plymouth Industries was recommended for certification. We did, however, receive twelve non-conformities and Perry Johnson will conduct a review audit at both facilities on February 4-5. Following is a summary of the findings (NCR's), and the corrective actions (CA) necessary for us to receive final certification: 1) NCR-Define a method for customer feedback. CA-Develop a customer feedback survey given by sales. 2) NCR-Define retention time for management review, tagging and calibration records. CA-Add forms for these as controlled documents or make revisions to procedures. 3) NCR-Conformity of document control. CA-Make all drawing records and UL documents controlled. 4) NCR-Identification and status of product throughout the process. CA-Follow the tagging procedure by using Blue, Red, Yellow and Green tags according to work instructions. 5) NCR-Define objectives and ensure they are understood by staff. CA-Distribute new policy cards, meet with employees and answer questions concerning ISO. 6) NCR-Develop and use a preventive action procedure. CA-Include the use of preventive action on forms and communicate its use. 7) NCR-Conformity of "tag designation" form. CA-Make the form a controlled document and redistribute new signs. 8) NCR-Conformity related to reevaluation of suppliers. CA-Remove "probation" status from form P-001. 9) NCR-Conformity related to design process. CA-Rewrite quality procedure 7-002A and develop needed forms. 10) NCR-Conformity related to calibration of equipment. CA-Find, list and verify calibration on

all equipment that needs it. 11) NCR-Conformity related to maintenance of records. CA-Review storage and protection procedures for records. 12) NCR-Conformity related to testing procedures for Western tanks. CA-Revise the Western work instructions and forms to allow for multiple tests on one form.

**What ISO means to Plymouth Industries:** It will help us insure **satisfied customers** by promoting **quality** throughout our manufacturing **processes**.

**Plymouth Industries Measurable Objectives: First Time Quality**—PI tanks will pass the leak test the first time. **Inventory Turns**—PI's goal for tanks is 12 inventory turns a year.

With everyone's help and cooperation, we will correct the non-conformities and be recommended for certification following the review audit on February 4 and 5. Thanks in advance for your help!

**Welcome to Plymouth Industries new Chief Operations Officer.....**Rich Moon's duties have recently expanded to include Chief of Operation Officer. This newly created position will encompass all phases of manufacturing, production, manufacturing resource planning, engineering, purchasing, shipping/receiving, production accounting and all other phases of business from Plymouth Industries, LLC. The assignment was effective January 2, 2008. As Plymouth Industries moves forward to become a lean manufacturing, ISO certified company, this realignment will allow us to move more rapidly in determining areas of efficiency and applying the procedures necessary to capture those efficiencies. Please join in giving Rich your full support, as he moves Plymouth Industries in that direction!

**Quote of the Month:** "Customer Service is not a department, it's an attitude!"

**January Birthdays:** Beatrice: Jim Edwards, Karla Hays, Steve Huls, Rich Moon. Plymouth: Onni Cerneno, Dennis Greening, Francisco Guzman, Rose Mammen, Brian Manchester.

HAPPY BIRTHDAY to these employees.

**You are invited to check-out our website at [www.plymouthindustries.com](http://www.plymouthindustries.com) for our most recent information.**