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# SPACE BASED INTERCEPTOR TOTAL QUALITY MANAGEMENT NEWSLETTER

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## NEWSLETTER TO PROMOTE SBI TQM

Welcome to the first edition of the Space Based Interceptor Total Quality Management (SBI TQM) Newsletter.

The objective of this newsletter is to provide a means of education about the various facets of TQM, to note recent TQM achievements in the program, and to provide as a sounding board for any questions concerning TQM.

Because of the push for Total Quality Management throughout the DoD, Gen Abrahamson nominated SBI as the model for TQM within SDIO. Also, Gen Cromer announced that he wants to have TQM as a "way of life within Space Systems Division." Thus, you can see the importance of learning more about TQM and applying it to your jobs.

Hopefully, this newsletter will help in those efforts, as well as to publicize our progress in TQM to SDIO and SSD.

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## COL SIMMONS ENCOURAGES TQM ATTITUDES

SPO Director, Col Jim Simmons issued the following statement concerning his feelings toward TQM: "It is essential that every one of us working on SBI maintain a positive attitude toward quality work. TQM is the direction we will be heading during the next years. Let's all look for areas where we can improve, in order to put out a higher quality and more cost-effective product for our customer."

## CONTRACTORS GIVE TQM PLANS AT MMRs

Both Martin-Marietta and Rockwell International have initiated Space Based Interceptor Total Quality Management programs recently, and they reported on them in their respective April Monthly Management Reviews.

### MARTIN-MARIETTA

Rich VandeKoppel, Martin-Marietta SCIT Program Director, explained Martin's plans and progress in implementing Total Quality Management. He gave the background of TQM at Martin and showed their schedule for TQM implementation into FY90.

VandeKoppel defined TQM at Martin as "the application of human resources, technical tools, and quantitative methods into an integrated effort focused on continuous process/product improvement and customer satisfaction."

Martin seems to have their TQM program well in motion. They will be offering a two day seminar on TQM for their managers 1-2 May. Mr. VandeKoppel invited interested Air Force personnel to attend this management level seminar.

### ROCKWELL INTERNATIONAL

Rockwell Product Assurance Manager John Dunn reported on the legacy of TQM at Rockwell and their commitment to excellence, as seen on other programs.

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## (CONTRACT TQM PLANS cont'd)

Dunn pointed out their achievements in SBI TQM thus far, which include initiating a TQM program, emphasizing "Continuous Process Improvement" (CPI), forming an SBI-CPI executive steering committee, and sending 50 engineers and managers to the Systems Engineering Course, along with representatives from CNIW.

Their near-term objectives include developing SBI TQM implementation strategy, providing further training to SABIR personnel, and reporting on TQM achievements to CNIW.

The initiation of SBI TQM programs at Martin and Rockwell and the progress they have had thus far are achievements for our own TQM program.

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## TQM INTRODUCTION TO BE GIVEN IN BUILDING 80

Terry Bedbury, of Martin-Marietta, will give a briefing on "Introduction to TQM" to the SPO on Tuesday, 25 April in Building 80, Conf. Rm. B.

Bedbury is leading the TQM program at Martin, has 19 years experience, and worked at Aerospace before going to Martin.

This briefing is recommended for SPO personnel at all levels for learning some fundamentals about TQM.

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## SBI TQM/WG FORMED

A Space Based Interceptor Total Quality Management Working Group (SBI TQM/WG) has been formed to initiate and implement a TQM Program within the SPO.

The working group consists of focal point representatives of each CNIW Division. Mr. George Orejudos, Capt Kevin Creegan, Mr. Celestino Rosca, Mr. George Burnham, and Mr. Ron Kurtus make up the working group. Kurtus is presently chairing the TQM/WG, a position that will be rotating among the members.

As part of initiating a TQM program within the SPO, the working group is looking into

training seminars and other ways to educate the personnel on TQM methods.

The SBI TQM/WG meets monthly and the meetings are open to anyone interested. Contact your division POC for times and dates.

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## COMMENTS AND QUESTIONS WELCOMED

The purpose of this newsletter is to provide education on TQM, as well as to help improve our performance in the SPO. If you have any comments, questions concerning TQM, or suggestions on how things can be done better here, please address them to Ron Kurtus, CNIW TQM OPR. We will be including a "Letters to the Editor" column in future newsletters.

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## EXCERPT FROM SYSTEMS COMMAND

The following is an excerpt from an Air Force Systems Command briefing on TQM:

### "WHAT'S NEW ABOUT TQM THEORY?"

There is no acceptable limit to quality. It is continuous improvement. You are never finished. You can always do better. Quality doesn't cost money; it saves money.

Management has more responsibility for quality than the worker does.

Focus on defect prevention. Do it right the first time rather than inspect for defects.

Focus on process management. Understand the process and get it under control by measurement and evaluation."

We in CNIW should look towards applying these principles in our unique situation. Besides beating on our contractors, we should also attempt to improve our own system. That is what TQM is all about.

*Ron Kurtus, Newsletter Editor*