



## Jagemann Stamping Company

ISO / TS: 16949

ISO 14001:2004

OHSAS 18001:2007

**People, Customer Satisfaction, Technology:** To be recognized by internal and external business associates as Just *the Best* in our industry and community

**Jagemann Stamping Company is a customer driven, global provider of highly engineered metal-formed components and assemblies.**

Our partners at this fine Manitowoc, Wisconsin Company hosted the December meeting & tour. The members of the Winnebago Section were split into two groups to tour the stamping facility where parts from small artillery shells to large casings and automotive components are produced. They perform both single stage and progressive die stamping from a one-it to multiple cavity tools. They have recently joined up with General Dynamics as a partnership, and have purchased an over-molding facility in Tennessee. (Metal to plastic adhesion)

The tour started out with a demonstration in the lobby where they have a small deep draw press with a see through face panel providing the observer the opportunity to see the forming process in action. The products that they make are guided by APQP type automotive industry control standards following the AIAG developed PPAP process. Some of their machines are dedicated to a customer's line of product while others are interchangeable for setting up as needed based on schedule and customer demand. Our host was QA Manager, Walter Garcia.

The plant operates on a 3-shift schedule and employ's just under 200 people. On the quality control aspect of the process, they utilize inspection-sampling plans called bucket checks. (Not to be confused with a bucket list) The bucket is literally that, a small container collecting parts off the press, which are then combined to a larger container, however, not before the parts in the bucket have been sampled and approved per the control plan sampling and inspection criteria. They work with both brass and nickel plate material for their ammunition customers.

We witnessed a deburring machining where a special media is utilized in an effort to keep the process clean and controlled. There also was an automatic sanding machine that needs to be precisely controlled which also cleans up stampings from burrs and debris, however it needs to be precisely controlled or the part thickness of visual aspects could be compromised.

They have an in-house tool shop where they make and maintain the majority of their won tool & die requirements which includes a full R&D department. Although we did not inspect specifics, we were shown the full service Q.A. lab.

Waltero was asked, "Where do your biggest quality challenges come from" and his response was the automotive industry, where quality expectations are always at zero defects. If a part is detected at a customer as non-conforming, the entire suspect lot of parts is returned to the supplier with an expectation of a certified for quality containment activity and corrective action implemented on the suspect process.

The equipment capability includes press sizes from 5 to 300 ton and they are looking at adding a larger press for additional capacity. Additionally, because of the nature of their business they do have to perform a volume of manual inspection, mostly due to the nature of their automatic unmanned presses and the stringent quality requirements expected by their defense and automotive-based customers. They also require sorting for processes outside of their control, such as contamination coming from the annealing and plating as well as material lamination from raw steel.

Moving the tour group into the learning center, Waltero talked about how Jagemann Stamping focused its quality initiative. For example, what is their definition of quality? "The cost to society once the product has been made."

He explained that when non-conforming products are made, the cost of loss to society as a whole, throughout the value chain, is a loss to all within that chain. Additionally, he talked about the value of good employees, like Joe, one of our hosts. His story: Joe was involved enough with his own process that one day when TJ (Company President) was walking by his press and asked "How are things going?" Joe had the where with all to tell him about a feature on his parts that just didn't look right". How many press operators would feel comfortable telling the President about a quality issue on piece parts?

Jagemann is at a crossroads, they are making extreme parts that require special handling with respect to customer expectations. Expectations that require zero defects. Rejecting a "lot" of parts will cause a "cost to society" through the value chain. Waltero claimed that they need to "change the way we think." Employee trust – focus on the stage gate development process.

To follow the path of excellence, the key tools that JSC has chosen to implement would be from 4 critical areas. They are as follows:

1. Process = Design & implement a process that produces consistent quality parts.
2. Tools = to produce the best tools available for the job at hand.
3. Education / Training = Mentoring the team members, training, follow up.
4. People = Train the people. Educate them and provide the tools and support that they need to succeed. Feedback is critical.

In closing, he stated that a person should “always conduct yourself as though you are in the interview.” He was demonstrating in front of the 22 ASQ members during this closing meeting, and all through the tour for that matter. He admitted that he has the gift of gab; however it all boils down to trust. “Trust” is at the center of everything that they do. JSC is committed to engaging the workforce to improve their output. From our perspective, it appears they are on the path to excellence.

Thank you to the entire staff and management at Jagemann Stamping Company for providing us with this interesting networking opportunity.

January 2012 begins with an exciting tour of Ariens Manufacturing Co. Brillian, Wisconsin.

BEE Quality – Check out the documentary “Vanishing of the Bees” it really is interesting.

It also is connected to the quality of many aspects of our lives. I highly recommend it!

Honeybees have been mysteriously disappearing across the planet, literally vanishing from their hives.

Known as Colony Collapse Disorder, this phenomenon has brought beekeepers to crisis in an industry responsible for producing apples, broccoli, watermelon, onions, cherries and a hundred other fruits and vegetables. Commercial honeybee operations pollinate crops that make up one out of every three bites of food on our tables.

Vanishing of the Bees follows commercial beekeepers David Hackenberg and Dave Mendes as they strive to keep their bees healthy and fulfill pollination contracts across the U.S. The film explores the struggles they face as the two friends plead their case on Capital Hill and travel across the Pacific Ocean in the quest to protect their honeybees.

Filming across the US, in Europe, Australia and Asia, this documentary examines the alarming disappearance of honeybees and the greater meaning it holds about the relationship between mankind and mother earth. As scientists puzzle over the cause, organic beekeepers indicate alternative reasons for this tragic loss. Conflicting options abound and after years of research, a definitive answer has not been found to this harrowing mystery.



### Ariens Company History

A spark flew and a legend was born. It was 1933 and Henry Ariens and his three sons, Mando, Leon and Francis had plenty of inventive ideas and a simple but sturdy garage in which to turn their plans into reality. The rest is history. The Ariens Company today has transitioned company leadership to fourth-generation family member Dan Ariens who guided the Gravely brand to become a full-line, premium provider of commercial equipment for professional landscape contractors. Through the early years of the 2000s, Gravely expanded with many new categories of products including zero-turn, walk-behind, out-front and stand-on mowing equipment.

Under Dan's leadership the company also made a transition to dealer-direct distribution and introduced lean manufacturing principles for continuous efficiency improvement in operations. The company directly attributes its ability to remain solvent in the increasingly-competitive global marketplace to the contributions of employees using lean practices.

In 2006, Ariens Company also entered the golf, turf and sports turf equipment sector with the acquisition of Locke Turf Company, a manufacturer of reel mowers and National Mower, a manufacturer of specialty mowers designed for the golf, turf, and sports turf industries. In 2007, Ariens further expanded its commercial product offering when it acquired the EverRide and Great Dane brands of zero-turn, walk-behind and stand-on mowers.

The principles of the Ariens Management System are based on the technique of lean manufacturing, a culture of continuous improvement and have become the standard work of Ariens Company management. Ariens Company is a performance driven company. Continuous improvement and waste elimination are incorporated into every employee's job and each of the company's business processes.

Please sign up early for this great tour and presentation at one of Wisconsin's finest manufacturing legends, in the heart of the Winnebago Section, and the heart of machinery.

January Message from the Chair:

Happy New Year!

I hope everyone had a great holiday season and enjoyed time with family and friends, I know I did. It's a time for new beginnings and resolutions. Maybe some of you have made a resolution to be more active in your ASQ section. I can't wait to see you at the meetings!

Our December program meeting started at Jagemann Stampings in Manitowoc where we had a tour of the plant and a lively presentation on the Quality philosophy at Jagemann. A big thanks to our wonderful tour guides at Jagemann. We really appreciate that you took the time to show us your facility. After the tour, the group moved to the Holiday Inn in Manitowoc for the dinner meeting and a game of quality Family Feud with our fabulous host, Woody Santy. Thanks, Woody for hosting. Fun was had by all. We made this meeting a Meeting of Giving and Section members were asked to bring a new unwrapped toy to Donate to Toys for Tots. We collected over a dozen toys to donate to needy children in the area. Thank you to everyone that brought a donation to the meeting. I can just imagine how happy those kids were on Christmas morning.

You'll really want to stick to you resolutions to be more involved in ASQ and join us for the January program meeting at Ariens Company in Brillion, WI on the 16th. It should be a fantastic tour. I know I'm really looking forward to seeing how snow blowers are made. Hope to see you there! Don't forget to register!

Wishing you a prosperous, exciting and fun 2012!

Jennifer Fleisner

Section 1206 Chair