

# KAIZAN KORNER



## **“World Class Business” Making Systems**

The “Document Control System” ... something very new and different to our world and very important as we continue to standardize our processing systems and build our Quality Program. In fact, it was the bottle neck in getting the program fully off the ground. How would we

set up and manage our own quality documents and, eventually, our customers' documents? To help solve the quandary, Tom McDevitt asked Dave Wells, our new Information Systems Manager, for help because of Dave's vast past experience with computer program development

### **Q. Dave --- for those of us who are not as familiar with quality control documents and such, what kind of files will be in the system to be taken out and why?**

*A. We can control access to any kind of file. Most of these documents will be Word documents and managers would use them to be sure we were working to standard on things like weld procedures and other processing standards. They need to be controlled because we need to limit the ability to change the documents to certain individuals responsible for the QA documents. Only documents approved by the QA manager will be available for viewing. Access to make changes to the documents will be limited to one or two individuals and will be regulated by “checking out” the document to make changes. The document is then “checked in” and, after being approved, is made available again for general viewing.*

### **Q. How you even knew where to start on this project?**

*A. Actually, I started by talking to some vendors. As part of the conversations, I got thinking about looking at some of the software we already had in-house. We got quotes back from vendors that were very expensive; out of reach for what we had in mind. As part of the initial conversation, I knew we wanted to be able to “check in” and “check out” documents and limit who had access to the documents.*

### **Q. So what software did you use?**

*A. It was part of our server software. It's called Microsoft SharePoint Services.*

### **Q. Was there cost involved?**

*A. We already had it on our server but it was not being used. We did not have to pay anything additional for it. I also used Microsoft SharePoint Designer, which was a no charge download from Microsoft.*

### **Q. How did you know how to use it?**

*A. Research on the internet and with Microsoft. Trial and Error, mostly!*

### **Q. How long did it take to devise a system or process for using this Control System?**

*A. About three weeks.*

### **Q. How easy is the Documents Control System to learn and manage?**

*A. For the users, it will be very easy with only a small learning curve. The software has a familiar look and feel and it is web based so it is very “user friendly.”*

### **Q. Tell me about other Kaizan projects in which you are involved?**

*A. I am involved with Kaizan Teams working on the Purchase Order Process, we are also working on an Inventory Process and finally, a File Naming System so that we can better organize our data, drawings etc.*

### **Q. What is the toughest part about implementing these initiatives?**

*A. Getting people to really buy-in and use the system. Sometimes it is tough to get people to do something a new way when they are used to doing it another way.*

### **Q. You obviously enjoy involved in developing these new organizational systems ... why is that?**

*A. I like the technical aspects and I also enjoy teaching people how to use the new systems.*

### **Q. Have you ever been involved in the start up of this type of a system at previous employers?**

*A. Not exactly the same type of system but I have always been involved in the start of new systems of all types. I get a lot of enjoyment out of seeing people adapt to new technology. It's almost like seeing a light bulb come on when they get proficient. It's just neat to help people learn new things.*

Thank you Dave, for your time and also for the terrific contributions you have been making to our Information Systems since you began work here in March!