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Powell Truss & In-Plant WTCA QC by Libby Maurer

John Maley does not hesitate to disclose the progress at Powell Truss as a result of the In-Plant WTCA QC program. Maley says that as the first truss plant in Ohio to achieve WTCA QC Certification, Powell has taken full advantage of the benefits presented by the quality control program.



He admits to harboring a few misconceptions of the QC program when it was new to the plant. "At first, we tried coming up with a way to minimize the men on the floor. We



thought adding guys for QC would be a safety issue, but it has turned out to be crucial for us to have one guy checking the work on each shift." Maley also admitted to having doubts about the change in plate placement strategy. "It doesn't make us any slower to make sure that the bottom plate is on correctly. In the beginning, I thought it would make us inefficient; it was just a misconception that we had to work through and discover the truth for ourselves."

Maley describes the long-term effects of In-Plant WTCA QC on Powell Truss in terms of significant internal and external improvements. Internally, QC has helped the designers and the production staff infinitely. "For the guys down on the floor, [QC] has expanded beyond the scope of improving the quality of the truss. We have a better-looking product all around. The guys are really confident about their work, and now they know why they're doing it." Maley comments, "Also, our designers are very production-friendly. They understand that spending an extra minute in design will save us a lot of time in the plant."

Keith Kinser, WTCA Quality Control Committee chair affirms that, "I have always believed that In-Plant WTCA QC was not only an excellent monitoring tool, but also a training, motivating and marketing tool as well. Kudos to Powell for having the vision to see this and put it all together."

Meanwhile on the external front, the Powell sales force has forged ahead using the In-Plant WTCA QC Certification as their battle cry. Maley says, "The sales guys have really used QC to their advantage, but we've barely scratched the surface in terms of marketing with the certification," indicating that Powell has much more territory to cover before all is said and done.

Maley says ever since QC became an integral part of Powell's production, they've been able to make a connection with building code officials. "With WTCA QC now in the background, the certification takes our relationship with the code people to the next level. We have become a resource for them." Maley is proud of this new relationship. "They come in to the plant and want us to talk about bracing. I've fielded several calls where the officials are asking me about certain specifications," he adds.

The bottom line about In-Plant WTCA QC is hard to ignore: "When you see a Powell Truss in the field, you can be certain that those people are getting a quality truss," says Maley.

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