



WTCA QC

"Why Use WTCA QC? Reason #5?" by Scott Ward

REASON #5: COST SAVINGS

Over the past few months, this column has provided the industry with information on a variety of benefits that truss manufacturers can enjoy by implementing WTCA QC in their truss plants—from setting a standard for quality, to ease in training and managing employees, to establishing a position in the market. While all of these are important business-building results of using this program, it's time to take a look at a gauge that is, more often than not, used to register the difference between success and defeat—the economic bottom line.

Truss companies that have implemented WTCA QC in their shops have reported significant improvements in the accuracy of the work their employees are producing. This kind of attention to detail results in quality trusses being shipped out of the plant on a regular basis, reducing the need for rectifying mistakes that have a negative impact on a company's production flow, profit margin and reputation.

For example, since we started using WTCA QC at Southern Components, the number of callbacks we receive has decreased by as much as 75 percent. It is one of the best programs we've implemented in this plant in a long time because of the way it directly affects the quality of our finished product. Our employees have become more aware of common assembly mistakes and correct them before the truss is put together, reducing problems that can arise in the field and require costly on-site repair. Getting it right the first time also means cost savings in downtime and labor. Stopping a crew in the middle of a job to fix a problem or repair a poorly assembled truss is much more expensive than taking the extra time to make sure the first truss of each set is correct before moving ahead with the order.

I know what you might be thinking: "What you save in reduced callbacks and production time you spend on the cost and implementation of the program." Actually, the time commitment for getting these kinds of results is not overwhelming. When we finally got serious about WTCA QC and hired a full-time person to focus on quality control, we started noticing results within the first two weeks as employees learned more about plate placement, number of teeth, etc. New employees were picking up on the assembly concepts much more quickly and, overall, workers were taking more pride in a job well done the first time around.

While expense and return on investment should be a consideration in a company's decision to undertake any new program, you need to think about whether there is a price too high to pay to either maintain or improve your company's reputation in your market. Ultimately, it is a quality product delivered in a professional manner that will warrant repeat business. Remember that in the long run, a reputation for quality is something your truss plant can't afford to be without.

Scott Ward is the Production Supervisor for Southern Components, Inc., in Shreveport, Louisiana.

"The WTCA program has greatly improved our quality here at Southern Components, Inc. We have experienced a dramatic decrease in customer complaints since we've implemented the program full force. Our employees have also gained a greater understanding of how to build a quality truss and seem to have a much more positive attitude about their work. I believe that by using a quality awareness program of this magnitude, we will continue to build a better product and develop a more capable and

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