



Esterline
Control Systems



Improving Process Quality While Lowering Costs

*Presented by Craig Hale
Esterline Control Systems - AVISTA*

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We Don't Know it All



Create a Plan for Success



Gain Buy-in

1

Be a Role Model



We're All In It Together



Make It Transparent



Use a Quantitative Approach

2

Run It Like a Project



Think Metrics



You Can't Do Everything



Use the Right Instruments



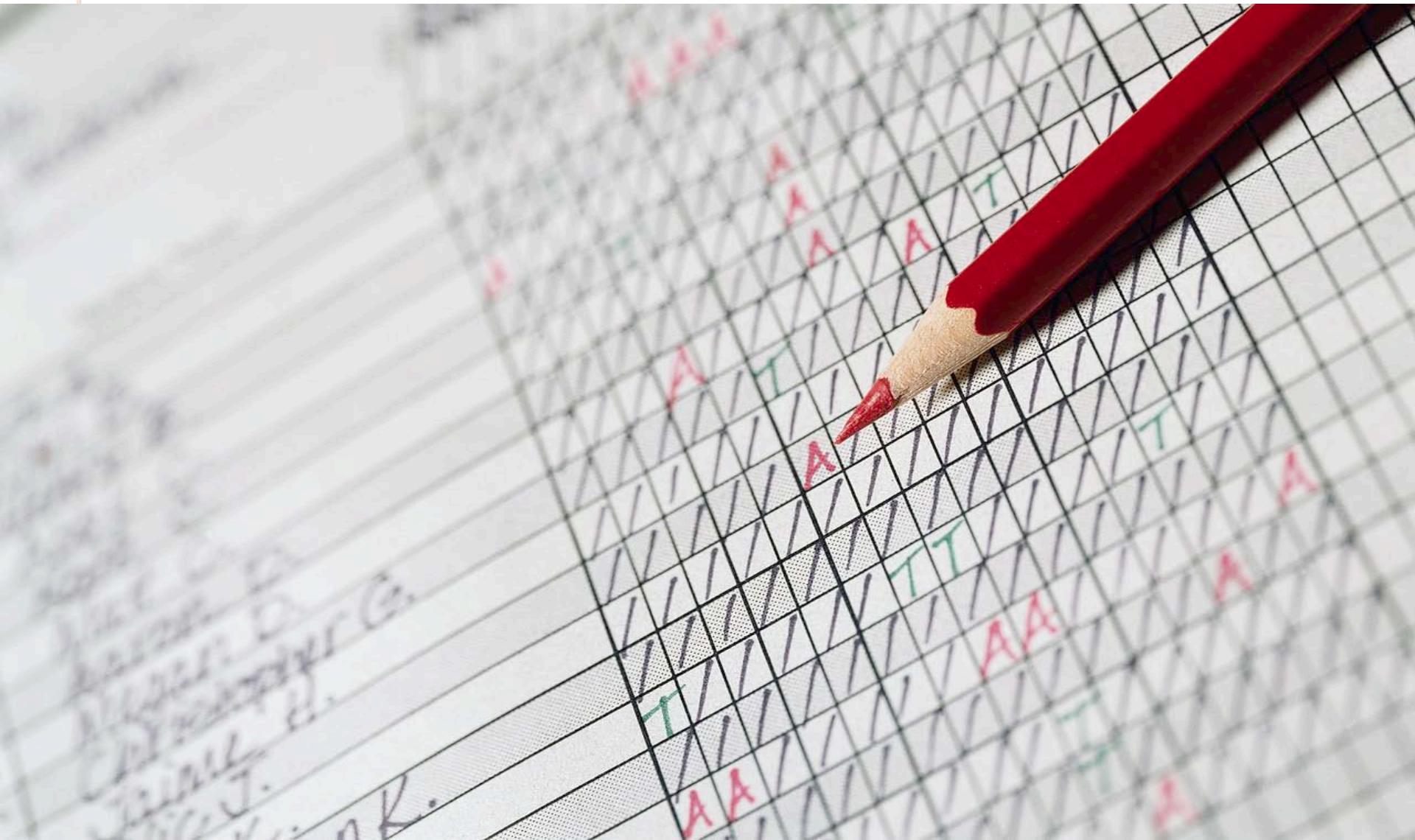
Prepare for Challenges



Measure It

3

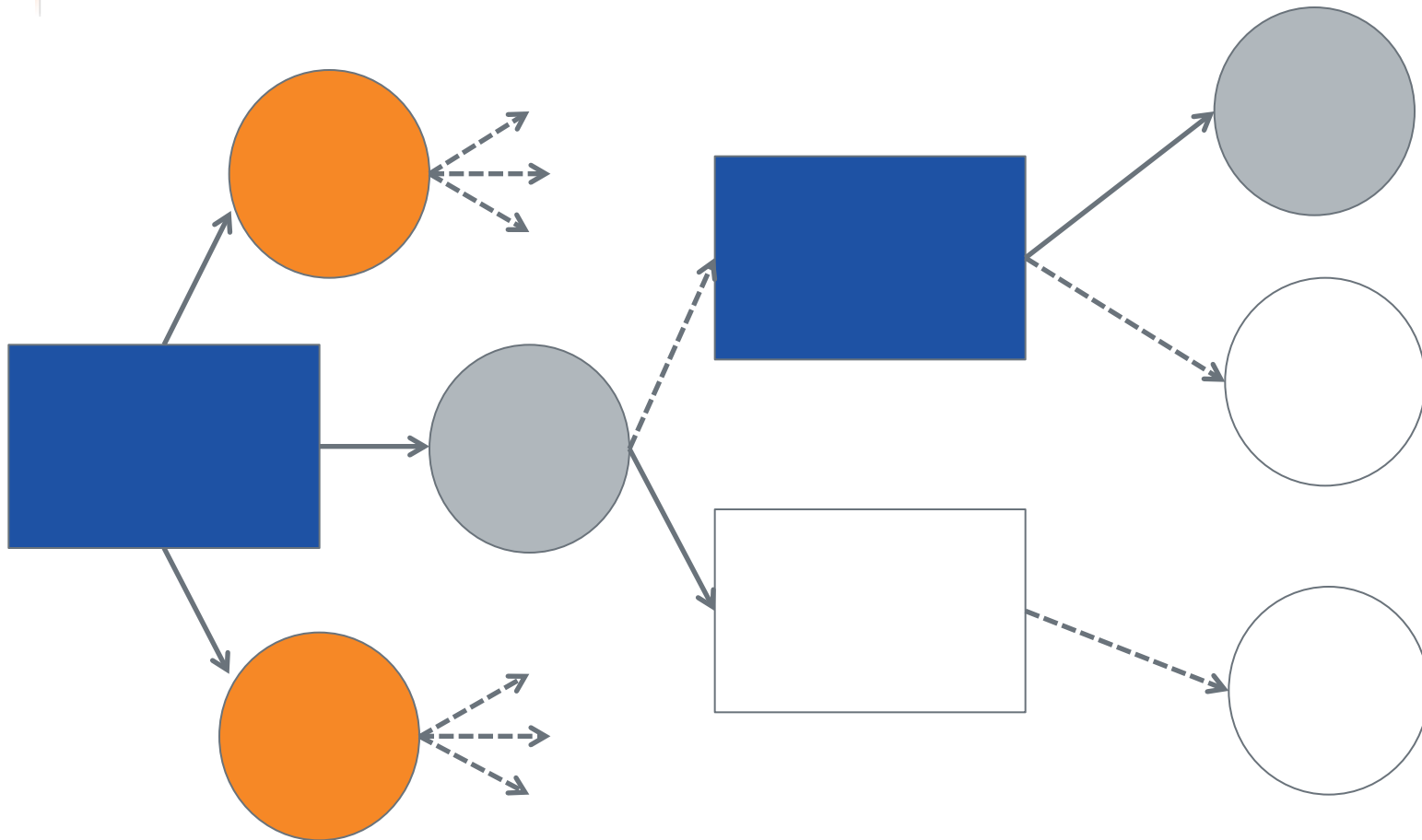
Capture Lessons Learned



Aim for Greatest Return



Use Decision Analysis



Prepare for Risks

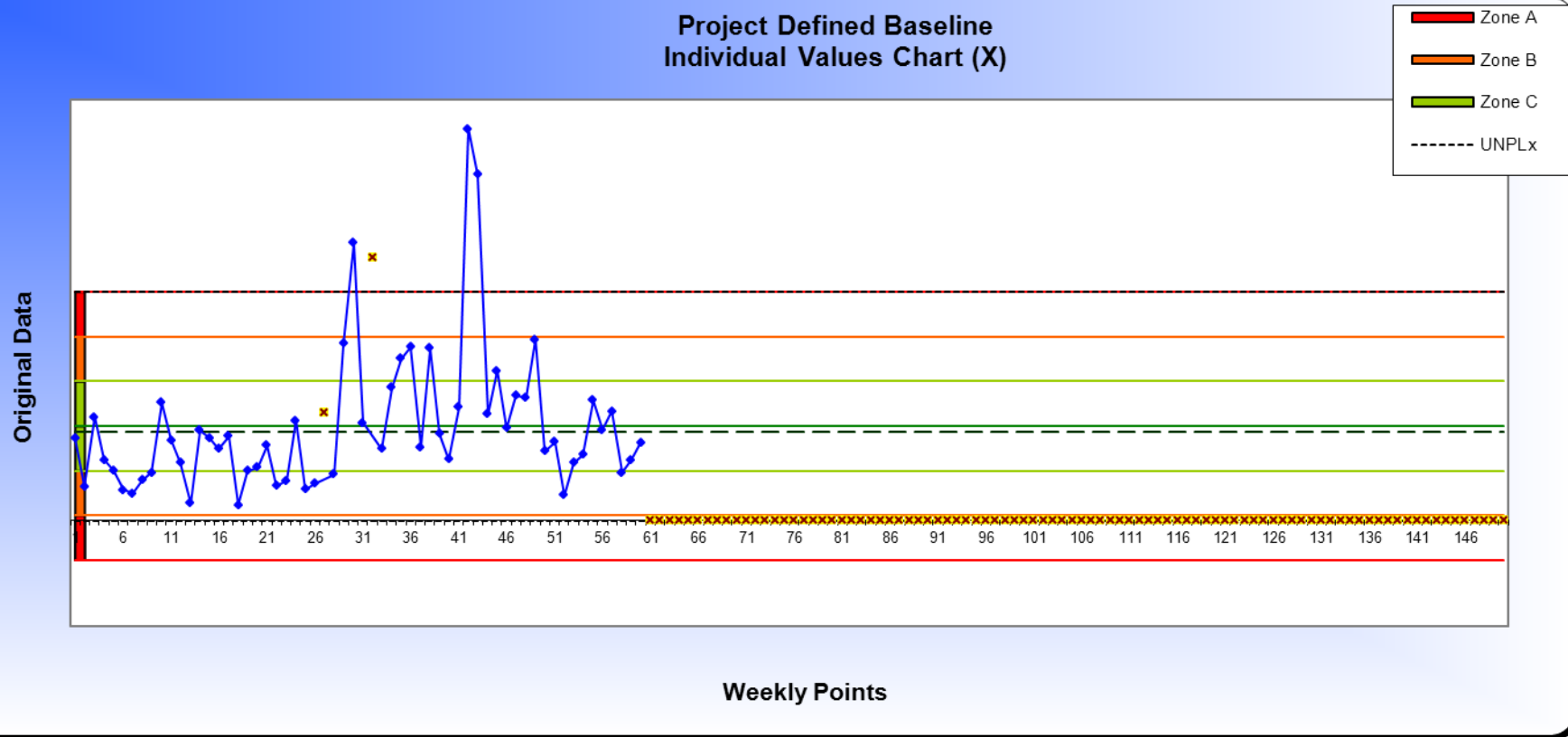


Example: QPM on Process Improvement

- **Factors:**
 - Experienced Process Implementers
 - Appraisal Team Members
 - Primary EPG Members
- **Issues:**
 - Inexperienced Process Implementers Assigned
 - Non-Appraisal Team Members Assigned
 - Non-EPG Members Assigned

Example: QPM on Process Improvement

Project Defined Baseline
Individual Values Chart (X)



Example: Lowering Costs

- **Actions:**
 - Provide Stability
 - Change in Process
- **Results:**
 - ISF Average rate reduced by 33.9%
 - ISF Variation rate reduced by 58.4%

Take the Lead



Build Respect for SEPG and CMMI



Questions?

Contact Info:

Craig Hale

Process Improvement Manager

Esterline Control Systems - AVISTA

Phone (608)348-8815

Fax (608)348-8819

Email Craig.Hale@esterline.com

www.esterline.com/controlsystems/avista