



Saginaw Valley Quality Source



Saginaw Valley Section 1004 Newsletter

Volume 1

March 2007

Dinner Meeting Notice

Date: **Wednesday, March 14th**
Location: **Damon's** at the Four Points
Hotel Sheraton
4960 Towne Centre, Saginaw

Agenda:	6:00 - 6:30 pm – Social/Pre-meeting
	6:30 - 7:30 pm – Dinner
	7:30 - 8:30 pm – Speaker

Dinner Information:

Choice of: Pork – Damon's Famous Ribs,
Fish – Salmon, or
Beef – Prime Rib

Cost is **\$17.00** for members with reservations and **\$19.00** for members and non-members at the door. Please RSVP using Section website page (<http://www.asq1004.org/forms/dinnermeetingreservationform.html>) or call and leave a message at 989.837.2610 by Monday March 12th. Timely reservations ensure that the Section can continue providing value-added member programs within budget. Please include dinner selection! **Recertification Units (RUs) available! Pre-meeting (0.1) and Main meeting (0.3)!**

Topic: Duro-Last Roofing: Innovation, Quality and Success

Speaker: Mr. Tom Hollingsworth

About the Speaker ...

Tom Hollingsworth has been President of Duro-Last Roofing, Inc., in Saginaw, Michigan, since June of 1999. Duro-Last began operations in 1978, and today is the world's largest producer of custom fabricated, single-ply roofing systems, with manufacturing facilities in Saginaw; Sigourney, Iowa; Grants Pass, Oregon; and Jackson, Mississippi. Under Tom's leadership, Duro-Last has enjoyed strong, steady revenue and profit growth.

Tom began his career with Duro-Last in October of 1990 as the company's Information Systems manager, directing the programming activities and day-to-day functions of Duro-Last's computer operations. Following that assignment, Tom was promoted to Vice President of Information Systems/Quality Assurance.

Tom earned a Bachelor of Science degree in computer information systems from Saginaw (Michigan) Valley State University, along with an Associate degree in data management from Great Lakes Junior College. He's currently working on an MBA in strategic management.

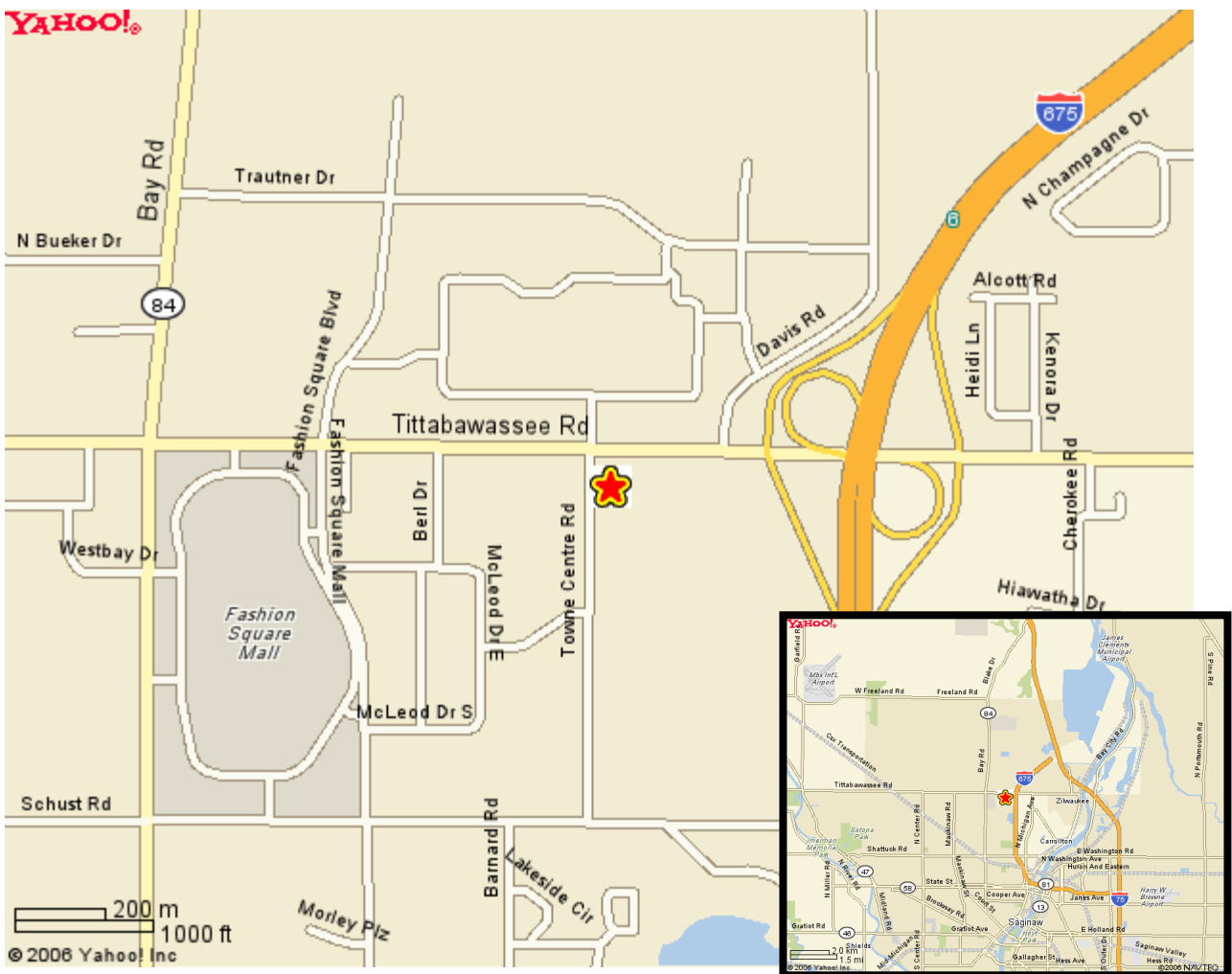
Tom provides strategic and tactical direction to JRB Enterprises, Inc., Duro-Last's parent company, which also includes several other businesses that supply the roofing industry: Plastatech Engineering, Ltd. and Exceptional Metals, Inc. (both based in Saginaw), and Oscoda Plastics, Inc. and Tip Top Screw Manufacturing, Inc. (both based in Oscoda, MI).

Tom resides in Saginaw Township with his wife Diane and their daughters, Karissa and Courtney. He is an avid outdoorsman and also enjoys working with children in his spare time.

About the Pre-Meeting ...

Cary Black, Duro-Last's QC/R&D Manager, discusses "Quality and Sustainability in the Single Ply Roofing Industry" as an introduction to our main topic.

★Map of: Damon's Grill, 4960 Towne Centre Rd Saginaw MI (989) 249-7427★



2007-2008 Executive Committee Nominations

Nominations are needed for next year's Board. Nominations received for returning Board members include:

Chair—Cary Black *considering transition* from Vice-Chair

Secretary—Anita Kenworthy

Treasurer (2 year position)—Greg Stewart and Chair-Elect

Webmaster—Shelly Bennett, Pete Hudeck

Committee Chairs

Education—Roy LaRue

Membership—Lori Seguin

Newsletter—Greg Rovoll

Program/Arrangements—*open*

Recertification—Karl Eckerle

Section Management Process (SMP)—Christine Eckerle

Student Section—Curt Pawlowski *considering*

Board Members at Large—Open positions

Any Section members or other current Board members who intend to express an interest in serving are asked to contact Anita or any other Board member (please see contact information below) prior to the March 14 Dinner Meeting. Many open positions are available for those interested in becoming more involved with Section leadership!

Audit Exchange Program announcement

Due to lack of interested auditees and available auditors, this Section program is being discontinued at this time. Any certified lead auditor (e.g., RABQSA) who may be interested in promoting this valuable partnership program is asked to contact the Board. Thank you Rudy Salinger for your leadership, efforts, and mentoring with this program!

2006-2007 ASQ Certifications

The Section Execution Committee recognizes the following individual members for achieving new certifications this year:

Examination Date

April 30, 2006

Lori P. Dellinger, CQPA

Gregory D. Stewart, CSSGB

October 21, 2006

Teresa L. Carpenter, CQT

Kelly J. Burgard, CSSBB

Charles E. Deladurantey, CSSBB

Samuel E. Joseph, CSSBB

Ted Knapp, CSSBB

Greg Striebel, CSSBB

Michael D. Telgenhoff, CSSBB

This list will be updated following the results for the March 3 Examination Date.

Quality and Sustainability in the Single-Ply Roofing Industry

Cary Black, Quality Control/R&D Manager, Duro-Last Roofing, Inc.

Introduction

Duro-Last Roofing, Inc, of Saginaw Michigan, is one of the nations leading providers of PVC single-ply roofing membrane. Duro-Last has four manufacturing facilities strategically placed throughout the United States in Grants Pass, OR, Sigourney, IA, Jackson, MS, and Saginaw, MI.

Duro-Last approved contractors install over 110 million square feet of Duro-Last membrane across North America every year. For the standard installation, the Duro-Last Roofing 15-Year labor and material Warranty is included at no additional cost. The warranty provides for the repair or replacement of the roofing system, and the labor to install it, in the event of any warranty-related defect in the system.

With the volume of roofs receiving the roofing system and subsequent warranty, the financial incentives to high quality requirements are obvious. Historically, the prominent failure mode of single roofing systems involved failure at the weld seams on the roof. To address these failures, Duro-Last can manufacture up to 85% of the roof in the factory on specially designed automated welders. The standardization of the welding process has eliminated much of the potential variability associated with hand welds in the field (issues our competitors deal with on a daily basis).

The Duro-Last membrane is manufactured from raw polyvinyl chloride (PVC) resin by our sister company Plastatech Engineering Ltd. (PEL). Because of the high quality requirements for the membrane, all finished membrane product received from PEL and entering Duro-Last production goes through a battery of lot acceptance tests including thickness, tensiometry, colorimetry, chemical composition checks, emissivity, reflectivity, and cold temperature performance tests. Currently over 800,000 square feet of membrane per day are processed by multiple Quality Control specialists through the use of statistically integrated inspection frequencies and sampling protocol. These tests are dictated by industry standards and represent key elements within the international construction codes to which the Duro-Last system applies.

The Importance and Significance of Sustainability

Good Quality Control through strict lot acceptance procedures helps to assure the expectation of service life and performance as product moves into inventory for Duro-Last production.

Once the membrane reaches the Duro-Last production floor, it is custom-welded to accommodate a specific roof's geometry and design. A significant portion of these roofs have been drafted and specified by the Duro-Last Engineering Services Technical Group.

The drafting and specifying on the manufacturing jobs ultimately helps the installing contractor meet building codes and assures the expected service life performance of the completed roofing system.

The roofs are custom manufactured on the production floor using 100 ft. long automated welding machines. As the roof is assembled in panels up to 2500 sq. ft., they are subjected to an outgoing inspection protocol where the weld integrity of each seam is checked and the appropriate panel dimensions are verified. Each panel is rolled and palletized for shipping. Once the job order is pulled together, typically including the roofing membrane panels, adhesive, fastening plates, insulation, and any number of accessories from vent stacks to rain gutters, the shipment is inspected for correct quantities and correct part numbers for all items relative to that particular job.

Once the roof system is installed, it is subjected to an inspection by Duro-Last Technical Representatives from the Quality Assurance Dept. A formal warranty will not be issued until the installation passes this final rigorous post-installation inspection.

All quality inspections are done to assure the level of quality required for the expected service life duration of the Duro-Last membrane.

Quality improvement techniques such as APQP, PFMEA, DFMEA, SPC, and Process Flow Mapping are routinely practiced throughout all departments of the company to enable improvement, reduce errors, minimize waste, and increase efficiency of operation.

Additionally, Duro-Last has an aggressive Non-conformance Tracking Program (NCTP) through which we monitor the Costs of Quality across the entire JRB family of companies. The goals of the nonconformance tracking program are to categorize and target specific areas for process improvement and to gauge the over-all success and efficiency of our corporate Quality Management System.

Over the last two years, our NCTP has contributed over \$½ million in bottom line savings. These savings have been realized by the company through continuous improvement in processes, operating discipline improvements, and waste reduction using data generated by the program.

Looking Forward

In this time that we live, environmental integrity, sustainability, “going green”, and other similar buzz words are pervading American manufacturing. There is a tremendous amount of misinformation in the media and in the construction industry regarding the environmental impact perils of products containing PVC.

Hundreds of scientific studies on PVC and PVC additives have been done by countless neutral scientific organizations, such as Institute for Health and Consumer Protection in the European Chemicals Bureau (IHCP), the Environmental Protection Agency (EPA), Institut National de Recherche et de Sécurité (INRS), German Federal Environmental Agency, Phthalate Esters Panel HPV Testing Group of the American Chemistry Council, The US Consumer Product Safety Commission, Organization for Economic Cooperation and Development (OECD).

The general consensus of these entities, and in refutation of some the most popular myths is that PVC does not overtly contribute to dioxin formation, and that the phthalate plasticizers that provide the flexibility to PVC are non-toxic to humans and non-destructive to the environment. Further, because of the high sustained solar reflectivity of PVC roofing membranes, the systems are endorsed by the Cool Roof Rating Council, Energy Star, the US Green Building Council, and are approved for The

Leadership in Energy and Environmental Design (LEED) accreditation due to the roof systems' ability to lessen cooling costs in the summer months in northern climates, and all year in southern climates. Further, because of the long service life of PVC roofing and its ease in recycling, its usage contributes hugely to preservation of the environment and reduction of fossil fuel usage.

Despite data to the contrary, the media and popular myth continue to give PVC a bad name. The continued success of our business requires that we answer part of these criticisms by absolutely assuring the sustainability of our product through the highest level of quality possible.

In addition to the Duro-Last Quality Management System, our R&D staff have developed and implemented a "Recycle Your Roof" program for roofs reaching the end of their service life, a new product integrating a photo-voltaic system into the roofing panels, and vegetative green roof systems fully specified and integrated with the Duro-last roofing membrane system.

Duro-Last feels that to remain competitive, we need to continually improve our products for increased service life, enhanced sustainability, and industry leadership-by-example. Such core values will continue to define the success of Duro-Last and the JRB companies. Quality and Quality Management, common sense and good science will lead the way for Duro-Last as we continue to look to the future.

March Quality Quotes

From W. Edwards Deming (1900-1993), American Consultant, Statistician, and Educator ...

"Quality starts in the Boardroom."

"Management by results is confusing special causes with common causes."

*"If you can't describe what you are doing as a process,
you don't know what you're doing."*

From John F. Kennedy (1917 -1963) 35th U.S. President ...

"The time to repair the roof is when the sun is shining."

The following is a list of the Executive Committee members for the 2006-2007 fiscal year. If you have any questions, feel free to contact any committee member.

Section 1004 Executive Committee 2006-2007

Position	Name	Phone Number	Email
Section Chair	Anita Kenworthy	810.278.6480	Aklamert@aol.com
Vice Chair	Cary Black	989.737.4486	cblack@duro-last.com
Secretary/ Membership/ Student Section	Shelly Bennett	989.496.8202	shelly.bennett@dowcorning.com
Treasurer	Greg Stewart	989.837.2610	Gdspe_asq1004@hotmail.com
Examination/ Certification Chair	Karl Eckerle	989.758.3630	keckerle@chartermi.net
Education Chair	Roy LaRue	989.631.5983	roy.larue@dowcorning.com
News Letter Editor	Greg Rovoll	989.757.3095	greg.rovoll@delphi.com
SMP Chair	Christine Eckerle	989.684.2058	christineeckerle@delta.edu
Webmaster	Pete Hudeck	989.757.1581	pete.hudeck@delphi.com
Board Members At Large	Rudy Salinger	989.631.4135	qualityrudy@yahoo.com

DINNER MEETING SCHEDULE 2006-2007

Date	Location	Theme	Speaker
September 13	Damon's of Saginaw	Communication/ Networking	Linda Limbers Mitchell
October 11	DoubleTree	Continuing to Energize Six Sigma	Mike Briggs
November 8	Genji's	New PPAP Manual— Integrating the Customer-Focused Process Approach	Steve Leggett
December 13	Bavarian Inn Lodge	Project Management	Lisa Renchik Perkins
January 10	Damon's of Saginaw	Supply Chain Management	Tom Schoenfeldt, ASQ Customer-Supplier Division
February 21	DoubleTree	How to cut your warranty in half	Lou Ann Lathrop, ASQ Automotive Division
March 14	Damon's of Saginaw	Duro-Last and Quality	Tom Hollingsworth
April 11	TBD	Leadership and Emotional Intelligence	Michael Vella
May 16	TBD	Recognition	NA