



THE CONTINUOUS IMPROVEMENT IMPERITIVE

NSA Industries meets customer quality expectations through the execution of Continuous Improvement and Lean Manufacturing Principles and Processes exceeding ISO 9001 standards.

NSA IS ISO 9001:2008 CERTIFIED

This independent validation of NSA's quality standards recognizes that:

- a set of procedures cover all key processes.
- monitoring processes are in place to ensure the procedures are effective.
- there is adequate record keeping.
- outputs are checked for defects, with appropriate corrective actions where necessary.
- individual processes and the quality system itself are reviewed regularly for effectiveness.
- there is a commitment to continual improvement.

NSA IS DEDICATED TO LEAN SIX SIGMA MANUFACTURING

NSA continues to build a "House of Lean" on the following building blocks:

Quick Changeover – Reducing steps in the setup and teardown processes allows NSA to reduce batch sizes and shorten lead times to meet customer demands.

Standard Work – NSA finds the most efficient, safest and highest quality way to manufacture parts, and documents the process so that it can be repeated consistently.

5-S Visual Management – Applying the 5-S practices of Sort, Set in Order, Shine, Standardize and Sustain helps NSA create an orderly workplace by removing the waste and inefficiencies caused by clutter and disorganization.

Mistake Proofing – (Poka Yoke) Designing systems, tools and processes to prevent errors enables NSA to devote time to finding creative solutions instead of fixing mistakes. Layered on this foundation are the business practices and culture at NSA to drive consistent quality and meet the expectations of internal AND external customers through:

- Continuous Improvement
- Value Stream Mapping
- Supply Chain Management
- Balanced Production

STAFFING FOR QUALITY:

NSA has made a commitment to quality by hiring experienced people to serve in the following roles:

- Director of Continuous Improvement and Quality. (Black Belt.)
- Quality Assurance Manager. (Black Belt.)
- Dedicated Production Engineer on the shop floor.
- VP of Operations.

Lean Manufacturing Leadership and Advocacy Training continues throughout the company at all staff levels.

DEALING WITH RETURNS – TAKING CORRECTIVE ACTIONS:

NSA Industries has established a 7 step approach to handling customer returns:

1. Description
2. Containment/Notification/Short Term Resolution
3. Root Cause Identification
4. Take Corrective Action
5. Verification
6. Control Prevention
7. Lessons Learned



MEASURING PERFORMANCE

Performance is measured continuously and reviewed daily with supervisors and machine operators.

5-S checklists are audited on a daily basis.

Production: Inspection of first piece by Quality to meet specifications, in-process inspection by quality as well as machine operators.

Coordinate Measuring Machine Coordinate Measuring Machine (CMM) is used to measure adherence to tolerances on machined parts.

On-Time Delivery: Measured as the number of shipments delivered on an agreed upon date, NSA strives to be at 100%. Reported quarterly.

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NSA Industries is dedicated to delivering consistent, quality parts on-time, every-time.