



A FOD Free Environment Requires Leadership

August 10, 1999 - Long Beach, California
Randy Mizer, VP Total Quality Integration



Welcome from Airlift & Tanker Programs



C-17



C-32



MD-17



BWB



C-40

OUR QUALITY JOURNEY FROM CRISIS TO SUCCESS



**40 and No More ...
Unless Company Performs
1992**

**National Quality
Award Winners
1998**



LESSONS LEARNED...THUS FAR

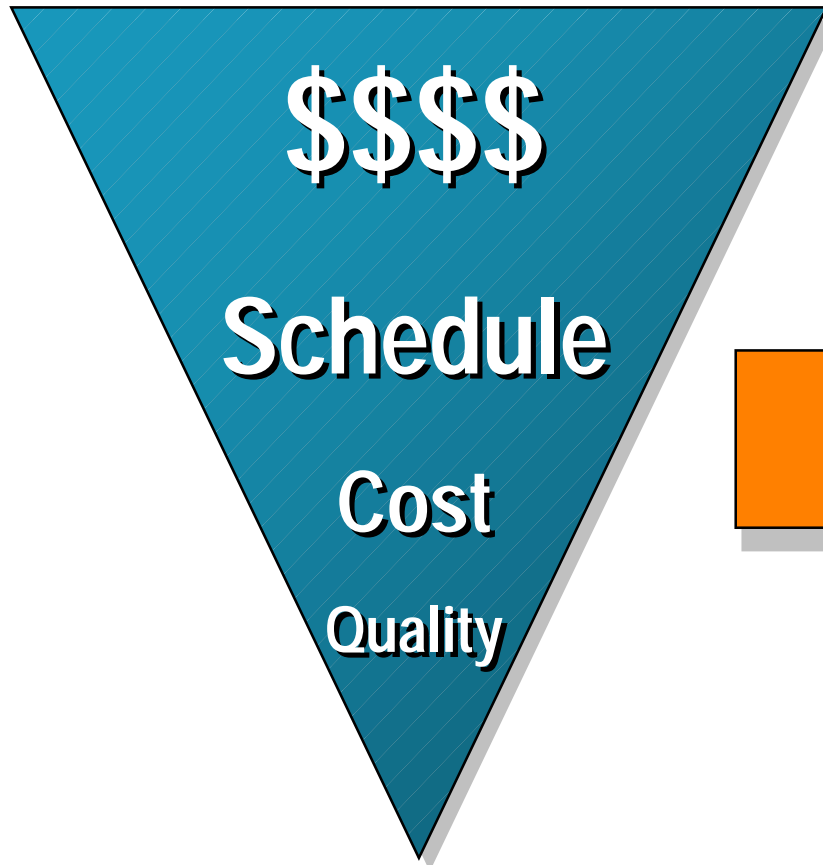


- **Quality must be integrated into all business aspects.**
- **Set challenges high to accelerate improvement**
- **Do what makes sense for your business**
- **SIGNIFICANT culture change is required**
- **Process management focus is essential**
- **Empower teams to optimize results**
- **Take time to institutionalize for sustained improvements**
- **All ideas have value**

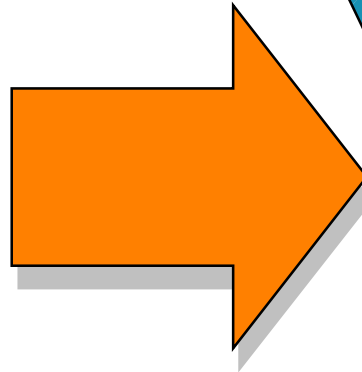
Leadership commitment in all things



1992



1994





C-17 FOD STATUS



1993

- Method C - No coordinated effort for FOD
- Ground Flight Risk (GFR) Assessment - Intent to terminate GFR clause
- \$140K FOD related damage to aircraft that year

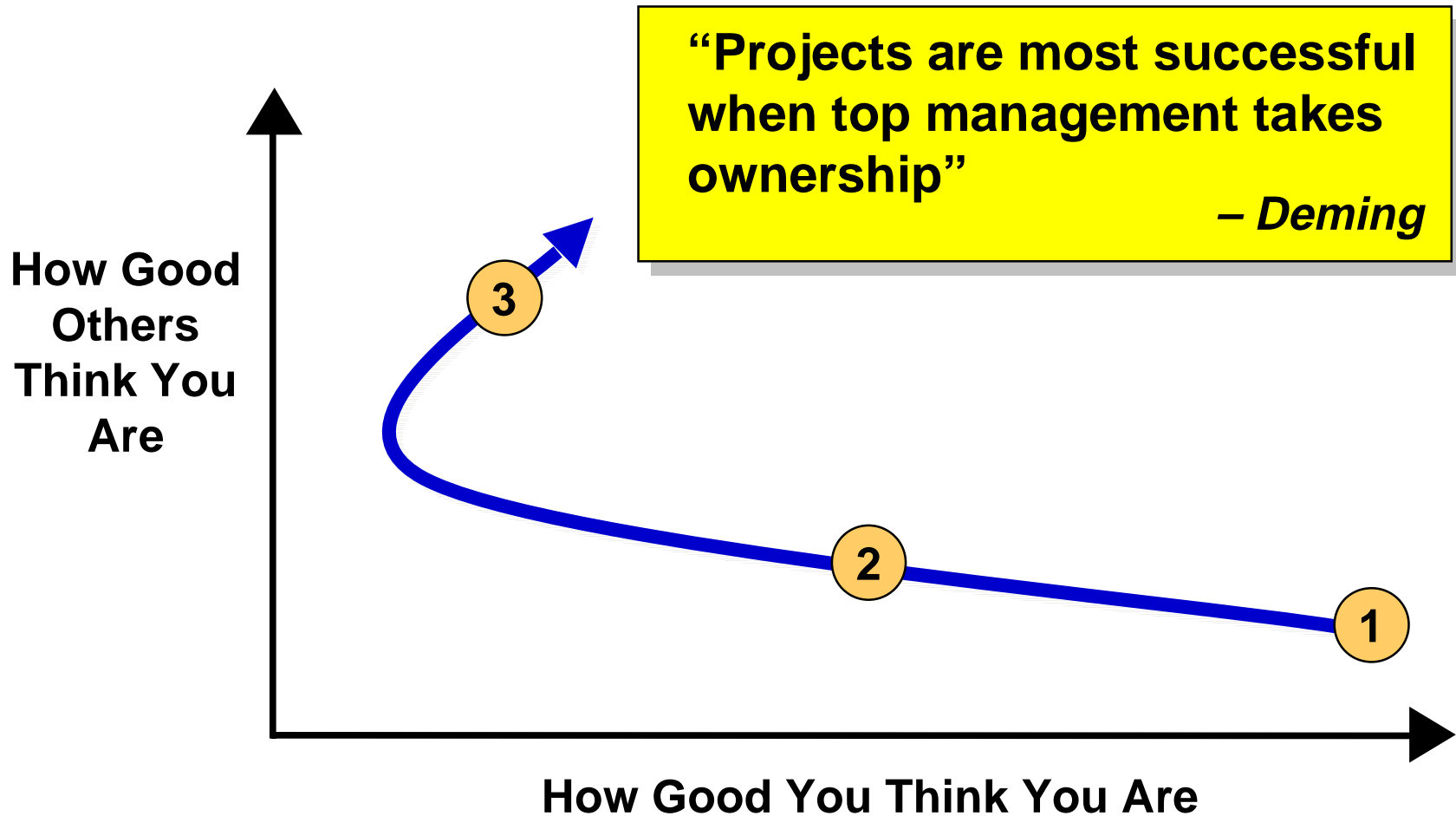
1998

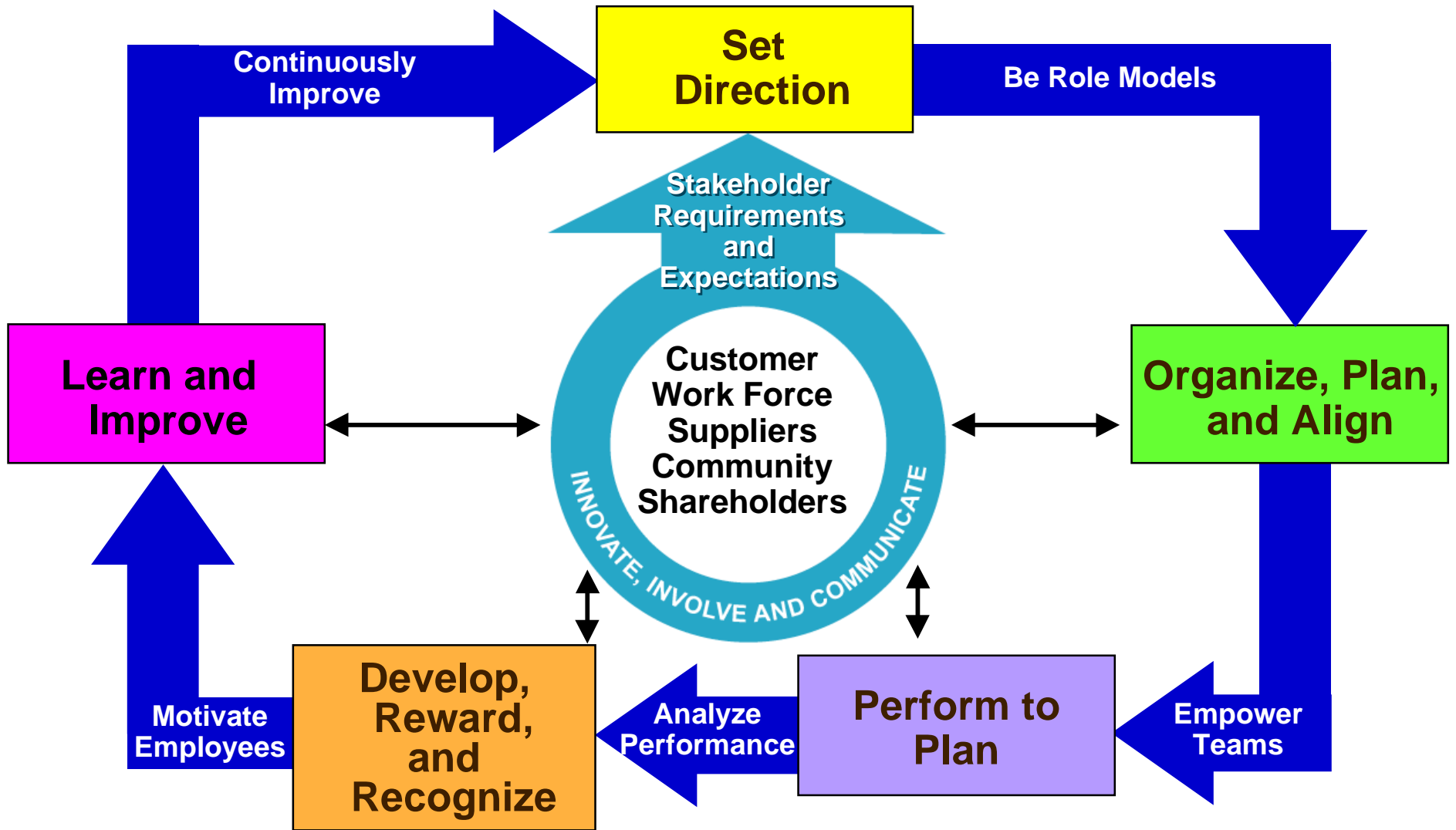
- FOD under joint PBM process control
- Achieved a 76% reduction in average FOD piece count at major moves since P41
- \$7K FOD related damage to aircraft that year

“... We never find FOD on the aircraft...”

- 437th Airlift Wing, CAFB

LEADERSHIP REQUIRED







OUR LEADERSHIP'S COMMITMENT



- **Elimination of FOD is essential to our business success**
- **Continuance of working jointly with our customers to find better tools**
- **Empower each work group to use tools for further FOD reduction**
- **Use PBM to manage and improve our processes**
- **Encourage success by participating in performance reviews and rewarding accomplishments**
- **Continuation of elevating performance expectations**

Disdain for Anything Other Than BEING THE BEST