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**ACHIEVEMENT AWARD**

## Congratulations to the New FanBuzz Internal Auditors



*Back Row (l to r): Molly Kincaid, Troy Titus, Harry Pelles*  
*Middle Row (l to r): Lisa Schuster, Lori Donaldson, Cindy Nickols*  
*Front Row (l to r): Brenda George, Lisa Miller, Paulette Gondek, William Flint*

On July 26, 2001, a group of FanBuzz, Inc. employees successfully completed the course, **INTERNAL AUDITING: Mini-Audits for Maximum Results**. The course was conducted by John Novak & Thomas Fazekas, from KAVON International, Inc.

FanBuzz began as a consumer e-commerce Website devoted to college licensed merchandise in 1996. Despite success as an early e-commerce retailer, in 1997 the company pioneered a new strategy, and focused on the business-to-business strategy of integrating commerce with various content and media properties.

Today, FanBuzz has been recognized as one of the 20 fastest growing companies in Minnesota by Twin City Business Monthly and by Deloitte & Touche with the Minnesota Technology Fast 50 Award. Clients include ESPN, CNN/Sports Illustrated, the Salt Lake 2002 Winter Olympic Games, the NCAA Final Four, and over 50 professional sports teams, leagues and colleges.

In 2001, FanBuzz unveiled CustomFan, the industry's first mass customization solution which allows fans to design their own officially licensed apparel online. Over 170 universities and a dozen top NASCAR racing teams have agreed to participate in the CustomFan program.

*See FanBuzz on page 3*

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## LEAN CORNER

# Becoming Lean

Robert D. Skillman – Six Sigma Master Black Belt

Where to start? In today's rapid paced business environment it is quite easy to mount ones horse and ride off in all directions. Wherever you get, there you are, but where is that? First, what is required is a plan, a Lean Vision. Lean is a long-term initiative, so the plan should look out three to five years, ending with a Lean Enterprise.

So what's a Lean Enterprise? Well, it is the purposeful elimination of wasteful activities in all areas of the business. The plan will include detail, actions, and activities for the first year, then become less and less detailed as the years roll out. This is important because as one progresses through year one much will be learned. This increased body of knowledge will, no doubt, effect change in the rest of the plan. Yes, the plan must be dynamic and updated as new ideas and goals surface. Remember a plan is only a dream until the necessary resources and initiatives have been applied.

So now where do we start? How about a Lean Implementation Team. Numbered among this group will be those that have received training in Lean Thinking. There are many resources for such training. On a local note, KAVON International can meet all your training, implementation, and team facilitation needs.

### When to Start:

Something as strikingly different as Lean shocks most managers. The very best time to start is when the company is in a crisis. When times are good it is difficult to imagine change is required, but in crisis one turns to change more easily. It becomes painfully clear that if we keep on doing what we are doing we will continue to get what we are getting. If what we are getting is a crisis, then change must be necessary.

If you are keen to start Lean right now and you don't currently have a crisis, create one.

### Getting Started:

Now lets really start. Don't try to boil the ocean. Pick an Initial Application Area (IAA) and make it Lean. The choosing and prosecution of Lean in the IAA will be part of year one in the Lean Enterprise Plan.

If it has been decided to begin with a manufacturing area, for the IAA, then the first thing to do is organize the products produced into value streams. Once this is completed, choose one for the IAA. In this selected IAA we will proceed to create a complete Lean Enterprise, including all connected and not so connected activities.

Next month we will learn how to organize the products by value streams. Also, just what is a value stream? We will demystify this whole area next month.

## Ford Motor Co. Changes Supplier Registration Requirements

Ford Motor Co., the nation's second largest automaker, recently announced that it will transition from requiring its suppliers be QS-9000 registered to requiring them to register to ISO/TS 16949. The move, which is effective immediately, will affect many of its suppliers.

ISO/TS 16949 is an automotive industry-driven ISO standard that is believed to be QS-9000's eventual replacement. ISO/TS 16949 references requirements from commercial/independent testing and calibration laboratories in much the same manner as QS-9000.

"Because ISO/TS 16949 will be updated to reflect the ISO 9001:2000 standard and QS-9000 will not, Ford will eventually be switching over," says Marcey Evans, global quality communications manager for Ford.

However, due to the enormity of the move and Ford's desire to maintain good relationships with its suppliers, the automaker will accept either standard until the transition is complete. "Our relationship with our suppliers is very important to us, and we will do what we can to make it as easy for them as possible," says Evans.

When will Ford no longer accept QS-9000 registration? As of press time, Ford didn't have an expected date. For more information, visit [www.ford.com](http://www.ford.com).



## Get The KAVON Advisor E-Mailed To You

The KAVON Advisor has a new delivery option. Starting in the next couple of months you can receive our monthly newsletter as an e-mail attachment. The newsletter is sent out as an Adobe Acrobat .PDF file. This file can be opened with a full version of Acrobat or with the free reader that can be downloaded from the Adobe web site at <http://www.adobe.com/products/acrobat/readstep2.html>.

If you would like to have the KAVON Advisor delivered to you electronically every month, send us an e-mail message at [#kavon.advisor@kavon.com](mailto:#kavon.advisor@kavon.com) and we will put you on the list. If you know of other individuals who are not currently receiving our newsletter and would like to, have them send us an e-mail message and we will sign them up.

## CUSTOMER SERVICE

# Show Your Customer Support

As the U.S. recognizes national Customer Service week this month, consider these simple ways to integrate outstanding customer service into your corporate culture:

- Always treat customers in a polite, friendly, knowledgeable manner.
- Demand only the best-quality products from your vendors. Make them know and understand your sincere commitment to good customer service.
- Publish and live up to your product and/or service guarantee.
- Never forget to say “Thank you”. Customers who know they’re appreciated will keep coming back. Consider special discount offers, or Customer Appreciation Days, to show your gratitude.
- Stress your dedication to customer service whenever you can in your sales literature and promotional efforts. Use every opportunity to relay this important message.
- Give customers the chance to grade you. Let them know you welcome and value their feedback and that you’re never afraid to hear what they have to say.

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## KAVON’s New Registration Maintenance Program

Once a company gets registered to any one of the Quality Management System standards, there is a reason to celebrate. Once the celebration is over, there is a realization that this is not the end of the road but rather the beginning of a process that will go on forever. Receiving the registration certificate is just the beginning. You have to earn the right to keep it. If you are not constantly monitoring the system and improving it, deterioration will eventually compromise its integrity and compliance and de-certification will result.

To this end, KAVON International, Inc. has introduced its Registration Maintenance Program to help registered companies maintain their registration by supplementing their in-house capabilities without having to add administrative personnel.

KAVON can provide the following services under this new program:

- Provide On-Going Training
  - Conduct Internal Audits
  - Facilitate Corrective/Preventive Action Teams
  - Facilitate Continual Improvement Teams
  - Facilitate Lean Enterprise Teams
  - Facilitate Management Review Meetings
  - Act as The Document Control Administrator
  - Assist During Surveillance Audits
  - Respond to Nonconformance Reports
  - Review All Proposed Document Changes
- Look for a more detailed discussion of each of these services in upcoming issues of the KAVON Advisor.

## TIME MANAGEMENT

# Intercept Interruptions

They happen every day the phone rings in the middle of a project, a vendor drops by unexpectedly, a co-worker stops to ask for your advice. We can’t stop interruptions completely, but we can learn to manage them. Consider these ideas:

- **Defer them.** Close your door. Let voice-mail answer the phone. Ask your secretary or assistant to run interference for you by taking down details of a problem or situation and forwarding them to you at a more convenient time.
- **Simplify them.** When you are interrupted, stick to the topic at hand. Don’t change the issue. Avoid small talk and additional conversation.
- **Adjust them.** Don’t interrupt yourself. Don’t begin something else just because you’re bored with your current project. Don’t stroll around the office, take too long reading your mail, or fiddle with your paperwork.
- **Accept them.** Some interruptions are necessary for business success. Realize this, make the best of it, and move on to the tasks at hand.

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*FanBuzz from page 1*

**FanBuzz, Inc.** is seeking registration to the ISO 9001:2000 quality standard.

*For more information on this course, or others offered by KAVON International, Inc., please contact us at 888-637-9598.*

## Quotes Of The Month

*“The secret of joy in work is contained in one word – excellence. To know how to do something well is to enjoy it.”*

**Pearl Buck**

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*Trick or Treat*

## *What's Inside For October 2001*

*Lean Corner  
Ford Supplier Requirements  
Customer Support  
Managing Interruptions*

## **KAVON Services**

### **Advisory Services**

- Quality Solutions
- ISO/AS/QS-9000 Compliance
- ISO 14000 Compliance
- Quality System Gap Analysis
- Supplier Control Programs
- Calibration Control
- Setup Reduction
- Manufacturing Systems
- Cost of Quality Programs
- Lean Enterprise & Manufacturing

### **Management Consulting**

- Strategic Plan Development
- Manufacturing Strategy Development
- Shop Floor Control Implementation
- Lean Deployment Plan Development

### **Laboratory Services**

- Failure Analysis
- Metallurgical Testing
- Scanning Electron Microscopy (SEM)
- Gage Calibration
- Salt Spray Testing
- Tensile Testing

### **Training Programs & Seminars**

- ISO 9001:2000, QS-9000, ISO/TS 16949, ISO 14000, & AS9100
- Internal Auditing
- Geometric Dimensioning & Tolerancing (GD&T)
- Calibration
- Statistical Process Control (SPC)
- Design for Manufacturing/Assembly (DFM/DFA)
- Failure Mode Effects Analysis (FMEA)
- Advanced Product Quality Planning
- Corrective and Preventive Action