



IN THE CLASSROOM

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NORTHERN STATES METALS

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(clock wise from upper left): Robert Skillman; Class Photo (back row fi l to r: John Philibin, Robert Skillman, Mike Hando, Joe Nobile, Jim Bailey, front row fi l to r: Tom Kremlin, John Chandler, Greg McCullough); Deciding Which Tool To Use; Working On An Experiment

Northern States Metals has launched the use of Six Sigma methods for break-through improvement in their company. Robert Skillman, KAVON International, Inc. Senior Consultant and Six Sigma Master Black Belt, is providing training and facilitation for their initial team.

During the first training session, held on March 15, 2002, the team learned about Six Sigma Quality and Six Sigma Methods. Six Sigma Quality covers the means by which statistical measures can be applied to any process – both manufacturing processes and business processes. Six Sigma Methods include the tools for studying and improving processes using the **Define, Measure, Analyze, Improve, and Control (DMAIC)** model.

The Northern States Metals team will deal with real issues in their company and will sharpen their Six Sigma skills by applying the Six Sigma tools to one of their business processes, under Bob Skillman's expert guidance.

Northern States Metals is a full service manufacturer of extruded aluminum products with headquarters in West Hartford, Connecticut, and manufacturing facilities in Youngstown, Ohio. Northern States Metals serves customers worldwide, and they are registered to the ISO 9002:1994 quality standard.

For more information on Six Sigma, or other courses offered by KAVON International, Inc., please contact us at 888-637-9598.