



## QMS Project

Newsletter 19  
December 2010

W/G Item	SER#	Job	LR	SR	Analysis	Bar Id	MR	040	060	320	440	670	922	939	919	FGI	NCR
10980-0010	CM2180	144820-000			DH996	JOB1	FU	P	P	P	P	P	P	P	P	W	P
10980-0010	CM2181	144820-000			DH996	JOB2	FU	P	P	P	P	P	P	P	P	W	P
10980-0010	CM2182	144820-000			DH996	JOB2	FU	P	P	P	P	P	P	P	P	W	P
10980-0010	CM2217	143027-000			DH997	RMC1	FU	P	P	P	P	P	P	P	P	W	P
10980-0010	CM2218	143027-000			DH997	RMC1	FU	P	P	P	P	P	P	P	P	W	P
10980-0010	JV0031	144017-000			CJ123	CJ1	FU	W	P	P	W	P	W	P	P	P	P
10980-0010	JV0032	144017-000			DH993	YZ	FU	0	0	0	0	0	0	0	0	0	P
10980-0010	JV0033	144017-000			DH993	YZ	FU	0	0	0	0	0	0	0	0	0	P

W/G Item	Date/Time	Oper ID	WOP/NT	Sts	Comp Plan	Rev	Subcontract Source
10980-0010	09/20/10 09:32:13	110589	010	P	00880		W/G Grafton
10980-0010	09/28/10 14:14:29	110589	FG1	W	01500	001	W/G Grafton
10980-0010	09/28/10 15:27:06	110589	FG1	P	01400	001	W/G Grafton
10980-0010	09/29/10 10:56:59	110589	FG2	I	01410	001	W/G Grafton
10980-0010	09/29/10 13:03:40	110589	FG2	I	01410	001	W/G Grafton
10980-0010	09/29/10 14:22:31	110589	FG2	I	01410	001	W/G Grafton
10980-0010	09/29/10 15:17:19	110589	FG2	P	01410	001	W/G Grafton
10980-0010	09/29/10 15:23:21	110589	FG3	P	01420	001	W/G Grafton

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Jose, Mictch and Casey, the Boston team is currently finalizing a Quality Management System (QMS) project designed to track all data relating to serialized parts for Wyman Gordon. Currently, Wyman Gordon uses an outdated VAX Basic application to handle serialized tracking. The new QMS application being installed by the Boston Pronto Progress team builds on the functionality of the old system and adds many more features. A

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### The Women's Business Enterprise National Council (WBENC)

Susan Kingsley has been spearheading the move of Pronto Progress for WBENC certification. This is an excellent way for our existing and future customers to not only fulfill their obligation for minority bids, but also to receive the service and dependability of Pronto Progress. The Women's Business Enterprise National Council (WBENC), founded in 1997, is the largest third-party certifier of businesses owned, controlled and operated by women in the United States. WBENC, a national 501(c)(3) non-profit, partners with 14 Regional Partner Organizations to provide its national standard of certification to women-owned businesses throughout the country. WBENC is also the nation's leading advocate of women-owned businesses as suppliers to America's corporations.

We moved our home office in Waukesha, WI to a newly remodeled 2400 square foot office on the second floor of the same building we've been in for years. This new space will accommodate and support our on-site training sessions for customers and new employees.

The new conference room will comfortably hold large groups as needed. Come during one of our Epicor Deep Dives!



By Timothy Proksch

# Employee Screening Procedures

Which is worse, telling a customer you have no-one to work on their project; having an employee quit after just a few weeks or having to terminate a new hire on account of lack of ability? I'll confess, doing two of the three has happened too many times in 2010! Calling references, testing and interviews failed to expose the true nature of the person being hired. As objective as I try to be, there is always a subjectivity that creeps into the process. Prospective employees say what they need to in order to get the job. References lie. Tests can't be long enough to truly expose technical deficiencies. Bluntly, many people aren't committed to top performance day after day. Worse, each failure cost all the time of the employees who'd helped the new hire get up to speed on our considerable core technologies. It was demoralizing.

Exasperated at failure upon failure, I set about making the process far more objective and, to a large extent un-savory for the interviewee. Using EXCEL and Macros, I wrote a 100+ questionnaire that covers all (well, many) of the failure points I've experienced. This consistent, objective interview allows me to ask the questions I need to ask every time. Importantly, some questions are asked based on answers given to previous questions. A bit of AI. If you would like to use this just give me a call. I'll walk you thru the setup for your company and give you the spreadsheet and macros.

All new hires must travel to another location to interview with a second Account Mentor. Jason Fenner must also interview them. Each interviewer can nix the applicant. Finally, all new hires must travel to Waukesha for eight weeks of training. There, Amy Carey alone will guide them thru the various technologies and she alone will field their questions.

Graduates are inexperienced. Seasoned folks come with attitudes and habits that may not be on point with our needs. Consistency, quality and reliability are tough to achieve and tougher still because the only delivery method I have available is an employee. Clearly, employees will



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new features allows the user to consolidate multiple tracking screens into a single view with tabs. A single screen and the user finds and determines the status of a serialized item, its location, history, the compliance plans and revision used to manufacture any item. In the past, the spec-sheet containing item specifications were text based and redundant. The new QMS system uses copy-able templates for similar items.

Shop Floor - NDT Status (flrf600.w)

Transactions Inquiries Reports Utilities Active Programs Help

Exit First Prev Next Last Print

Select By: WG: 10980 0010 Job: <All> Flag: <All> From Ser#: To Ser#:

Serial Status Serial Status Summary Serial History NDT Specs Lot Status Summary  Include Scrap  Shipped  View NDT Codes  Preview

Item Header		
WG Item	Job#	Analysis Nbr
10980-0010	144820-000	DH996
10980-0010	143027-000	DH997
10980-0010	144017-000	CJ123
10980-0010	144017-000	DH993
10980-0010	144017-000	CJ100

Serial Detail																
SER#	FLAG#	Customer Serial	BarID	MR	LR	SR	040	060	320	440	670	922	939	919	FGI	NCR
CM2180	Dock	ML-0008	JOB1	FU			P	P	P	P	P	P	P	P	W	P
CM2181	Dock	ML-0009	JOB2	FU			P	P	P	P	P	P	P	P	W	P
CM2182	Dock	ML-0010	JOB2	FU			P	P	P	P	P	P	P	P	W	P

TOTAL PARTS: 3

Enter data or press ESC to end.

never just be stamped out like a part in a process. Still, the goal persists to improve. Working solely by referral requires consistent, high quality production. Have you noticed - Customer's rarely give us the easy projects? What have I seen that causes folks to fail? 1) Lack of desire or ability to develop a logical process. 2) Too far to travel every day. 3) Too much to learn. 4) Too much work. Front end loading work to get a position, and early travel is my plan to vet people well before I commit to a customer.

Here's a note I received from a customer. What a nice Christmas present!

Hello Tim,

I just wanted to let you know how much we appreciate the work that Yves was able to accomplish while here at the M. Holland Company. He had the difficult task of coming in cold and picking up a complicated project from Amy. He completed that very well, along with a few other dashboards in Epicor. He is a good developer. What impressed me the most is Yves' rapport with our users and his patience in listening to and capturing their requirements. We are all under a lot of pressure to implement Epicor. Yves handled himself very well and resolved the critical CERTS enhancement that was preventing us from going live. He has excellent people skills which are not often found in technical staff.

Yves said that his return here for a week in November has been approved. We are certainly looking forward to working with him again the week of November 8, 2010. Please congratulate Yves for a job well done!

Bob Fredriksen

Manager, Information Technology

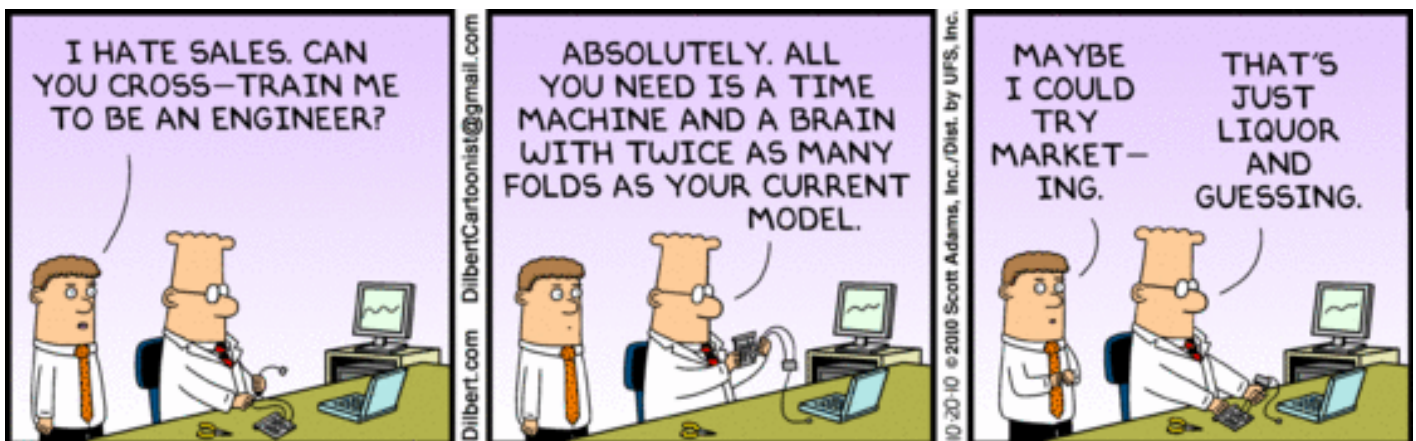
M. Holland Company

Pronto Progress, est 1981

Done Once, Done Right



**Bob's words are very appreciated. Thanks!**



### Locations

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