



IN THE CLASSROOM

KAVON International, Inc.
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ELSTER PERFECTION CORP.

436 North Eagle Street
Geneva, Ohio 44041



New Internal Auditors @ Elster Perfection Corp.

On February 1, 2010, a group of employees at **Elster Perfection Corp.** completed training on **INTERNAL PROCESS AUDITING** conducted by John Novak of KAVON International, Inc.

The concept of a process was introduced and defined during the class, including the four key components (inputs, activities, outputs, and measures). Each student was asked to identify a job they perform everyday and break it down into the four process components. This helped each student gain an understanding of the approach to be used in dissecting the Quality Management System into auditable pieces.

Techniques on how to audit each of these components were discussed, including specific information to collect on each component to help determine process effectiveness. Numerous forms for documenting the findings were included.

Actual audits were conducted after the classroom training was completed in order to apply what was learned. The emphasis throughout the training was that the internal auditing process must add value to the organization in order to be useful.

Elster Perfection is the world's leading manufacturer of mechanical joining products for natural gas and propane gas distribution systems.



IN THE GLASSROOM

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Elster Perfection offers a complete line of gas distribution products that allow installers to make fast, easy and safe connections from "main to meter" and from "tank to house". The Permasert system of polyethylene piping products includes non-corrosive mechanical couplings, anodeless risers, transitions, valves, tapping tees, and prefabricated meter sets and components.

Elster Perfection also produces water distribution products for polyethylene water piping; and fabricated steel pipe and plastic tubing products for the water heater, plumbing/HVAC and appliance industries.

Elster Perfection operates plants in Geneva, Ohio, as well as a subsidiary company, H&H Engineered Molded Products, Inc., in Solon, Ohio.

Elster Perfection is certified to ISO 9001:2000.

*KAVON International, Inc. is a business consultancy that helps clients create Value in order to attain and sustain a **Competitive Advantage** in the markets they serve. If your company is seeking registration or compliance to any of the Quality Management System standards such as ISO 9001, ISO/TS 16949, AS9100, ISO 17025, ISO 14001, or ISO 13485, or wants to establish a continual improvement program using Lean Six Sigma methodologies, give us a call at 888-637-9598 and let one of our **Trusted Advisors** help you with implementation and training.*