



# IN THE CLASSROOM

KAVON International, Inc.  
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## ELSTER PERFECTION CORP.

436 North Eagle Street  
Geneva, Ohio 44041



*Corrective/Preventive Action Students from Elster Perfection Corp.*

**O**n February 23, 2010, the group of Elster Perfection Corp. employees pictured above, completed the ***“Corrective/Preventive Action Workshop: Identifying Root Cause Through Team Oriented Problem Solving”*** at their plant located in Geneva, Ohio. The training was facilitated by John Novak the President of KAVON International, Inc. who is also a Certified Lean Six Sigma Master Black Belt.

As part of Elster Perfection’s Quality Management System, which is certified to ISO 9001:2008, they maintain a process to implement corrective actions for any deficiencies that may arise. Their preventive action process addresses potential risks, which may occur in the future.

The workshop presented a methodology for identifying root causes and implementing sustainable improvements. During the class, the following topics were addressed:

- Requirements of ISO 9001:2008
- Understanding Processes
- Introduction to Problem Solving
  - DMAIC (Define, Measure, Analyze, Improve, Control)
  - PDCA (Plan, Do, Check, Act)
  - 8D (Eight Disciplines)
- Team Oriented Problem Solving
  - Projects



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- Teams
- Project Management
- Problem Solving Tools
  - Five Whys and One How
  - Pareto Analysis
  - Fishbone Diagrams
  - Process Mapping
  - Cause and Effect Matrices
  - FMEA (Failure Modes and Effects Analysis)
  - Statistical Analysis
  - Measurement System Analysis (MSA)
  - Capability Analysis

The workshop also included many breakout sessions where the employees formed teams and applied the techniques learned to in-class exercises and real problems. Each of these sessions concluded with a team report-out to the class.

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

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 9001:2008.

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*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.*