

# STRUCTURAL BUILDING COMPONENTS MAGAZINE (FORMERLY WOODWORDS)

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## *WTCA QC*

"Why Use *WTCA QC*? Reason #4?" by Jay Edgar

### REASON #4: *WTCA QC* CAN BE AN EFFECTIVE PART OF YOUR MANAGEMENT STRATEGY

In today's tight labor market, it benefits truss manufacturers to have an effective management strategy, made up of powerful tools. *WTCA QC* can be used as part of this strategy. Specifically, the program is an effective means of objectively quantifying employee performance.

Training is obviously the first thing to consider if you are interested in having your employees create quality trusses. How do you train new employees? On-the-job? With an employee handbook? Videos? A combination of these? And how do you teach your employees (or do you teach them) specifically what you mean when you talk about a "quality truss"? Reason #2 in the June/July issue of *WOODWORDS* described how to use *WTCA QC* to get the information with which to train your personnel in what you mean by quality.

Training and performance evaluation go hand-in-hand: when less-than-desired performance is discovered, you pinpoint the area that is suffering and give more training to educate the employee(s). But how do you determine which areas are suffering? This is the main purpose of *WTCA QC*. Inspections are done on a weekly basis for every crew working in your plant. After the data is entered into the computer, you have a very powerful database you can use to pinpoint problem areas. Would you like to see if a specific crew is having a problem with hammering plates? You can do that. Would you like to check member-to-member gaps, which might indicate problems at the saw? You can do that too. *WTCA QC* allows you to create graphs that focus on any area of inspection, as well as looking at specific tables or crews.

Keith "Woody" Woodcock is the Quality Control/Safety Manager for Kintec, LLC, the first company to become certified in use of *WTCA QC*. He described how using the program is great for accountability with the folks on the line in that he can see specific instances of problems and then correct them. He also said, "They see me walking around during the day with my clipboard, and they know I'm looking at their quality. They don't want what they call a 'bad report from Woody' going into the computer, or to be seen by Koss [Kinser, President & Owner]. It's a matter of pride with them."

On the other hand, it is also possible to reinforce the positive aspects of performance by using *WTCA QC*. In the same way that reports can show specific crews that have problems, they can also show those crews that are excelling in quality. Using this information, you can then follow

any number of methods to giving your employees a positive incentive to making quality trusses:

- Make a competition between crews to see who can have the best reports per week or month.
- Find a way to treat high scoring crews—perhaps with some kind of bonus or gift certificate.
- Acknowledge high scorers at company gatherings, with certificates of quality, etc.

Woodcock stated that while Kintec does not currently have a formal program in place to recognize high quality, he does from time to time give company t-shirts or hats to individuals who do their job well.

Acknowledging those who do good work is a great way to help individuals create pride in what they do, which will create a win/win situation for everyone involved for the longest time.

There is no question that using *WTCA QC* can be a very valuable management tool and, with a little creativity, fun to implement as well. For further information on *WTCA QC*, please contact WTCA at 608/274-4849 or visit the WTCA web site: [www.woodtruss.com](http://www.woodtruss.com).

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