



Referral Bonus Extended to Army Civilians

WASHINGTON (Army News Service, March 16, 2007) - The Army has expanded its \$2K Referral Bonus program to include civilian employees, making it possible for them to earn \$2,000 while helping the Army boost enlistments.

Until yesterday, the recruiting incentive - known as the "\$2K Referral Bonus" program for the regular Army and Army Reserve, and "Every Soldier is a Recruiter" in the National Guard - applied only to Soldiers and Army retirees who referred applicants who enlist, complete basic training and

graduate from advanced individual training.

The bonus for referring a prospective applicant who has never served in the armed forces originated in January 2006 with a \$1,000 bonus. It was doubled in November 2006.

Under the newly expanded program, a Department of the Army civilian who refers a prospective recruit before the applicant meets with a recruiter is eligible for the award. Restrictions preclude the referral of an immediate family member (including an adopted or step-child). Additionally, the referral must be

made via the following Web sites, respectively, for active-duty Army prospective recruits and Army National Guard prospective recruits: <https://www.usarec.army.mil/smart/> or www.1800goguard.com/esar.

Referrals for the regular Army and Army Reserve may also be made by calling U.S. Army Recruiting Command's toll-free number: (800) 223-3735. Referrals to the National Guard may be made by calling the Guard's toll-free number: (866) 566-2472.

"As the Army Civilian Creed notes, Army civilians are dedicated members of the Army team. They support the mission, and they provide stability and continuity during war and peace," said Lt. Gen. Michael Rochelle, the Army's deputy chief of staff for personnel. "I know they are directing deserving youth to recruiters now. This will not only encourage them, but also reward them for their service."

For more information about the referral program, visit <https://www.usarec.army.mil/smart/> or call (800) 223-3735, extension 6-0473.

Reflections of the best season in almost thirty years

Herlong High School Lady Vikings basketball team experience joy of victory, heartache of defeat

**By John Garland
Assistant Basketball Coach**

This story starts with the ending and all the anger, noise and frustrations of a team, coaching staff and community feeling robbed.

The ending like the beginning was nothing but ugly, frustrating, and at times leaving the coaching staff wondering what could possibly happen next.

Nevertheless, in this case the turbulence caused from the outcome of the State Semi Final (Final-4) Game, held in Palo Cedro, Calif., brought our community closer. The outcome of that game will be debated for years no doubt.

No one expected the Lady Viking's, (aka Lady Vike's) to come close to achieving what was accomplished this year.

The Lady Vike's won a total of 5 games last year and this season completed an undefeated season in league play and captured the Pioneers League Championship. All of this while virtually always playing the role of the underdog.

It just took an over achieving group of girls and coaching staff that wouldn't settle for anything less than the girls very best.

However, at first nothing seemed to go right. Problems with injuries and off court distraction made for a frustrating coaching situation. Our offensive philosophy and defensive schemes were challenging and at times complicated. We had girls on the court running into each other, and at times wondering if the coaches had any idea what they were doing.

The turning point came at a loss to a local rival, Westwood Lady Lumberjacks.

The Herlong girls were coached to work and play hard for four quarters and good things would happen. The girls had led the contest against Westwood for three quarters only to let up in the fourth allowing the Lady Lumberjacks to crawl back and win. This was a game the Lady Vike's knew they could and should have won.

After the Westwood loss the Lady Vike's never looked back. Losing in the fourth quarter to Westwood changed the girls belief system. The Lady Vike's needed to believe they could finish the job the next time out. The team turned up the intensity in practice the following week and coach and I could see the difference.

The new mold was cast.

The Lady Vike's accomplished more than anyone had expected. It's been 29 years since the Lady Vike's won their league and competed in a state semi-final play-off game. Furthermore, the way the girls represented their school, families and community, made all of us associated with the team very proud.

Coach Ken Berry and myself are already talking about next year. Summer basketball camps, pre-season work-outs and Oh Yeah... the real consideration of completing a correspondence course in Teenage Human Behavior before next season. (LOL!)

See VIKINGS page 7



Photo submitted

After 29 years, the young ladies of the Herlong High school Lady Vikings basketball team are the 2006-2007 Pioneer League Champions. Pictured above kneeling, left to right, are Amanda Foster, Brenda Demague and Alexandria Harris. Standing are Tawni Berry, far left, Reanna Retterath, Amber Catron, MaKayla Babb, Mylania Kibbie and Andrea Owen.

Commander's View

Why is it so important to prevent accidents?

Other than regulations that state a safe working environment must be provided to all employees, can you think of any personal reasons why accident prevention should be your number one priority at work?

How about goals you wish to achieve in life. For example, education for your children, buy a home or new car, vacation, etc. Whatever your goals are, they generally tie back in some way to what you do for a living. And what you do for a living could be derailed by an accident.

The depot safety program is designed to PROTECT YOU so you reach your personal goals. This program is not in place just to make your work harder, or slower, or to meet some government guidelines. I bring this up, because lately we have had a surge in accidents.

Slips, trips and falls are the primary cause for the increase in accidents on depot. However, they are also the easiest hazards to correct.



Lt. Col. Brian D. Butler

Take the time to look around your worksite for hazards that might be corrected before an employee gets hurt. Maintain a clean work area. Not only will you remove many hazards from a work area by keeping it clean, but you will also provide a more productive work environment.

Another type of injury employees are experiencing is cuts, lacerations or abrasions. What would you do if you

lost your fingers or hands? Think about it. It probably would not be what you are doing right now.

The accident reports show that General Support Helpers working in the warehouses or maintenance shops are prone to cuts and abrasions. These locations have rough materials to handle, objects to be stacked and stored, tools to be utilized, or equipment to be operated.

To come up with a list on how to protect you in each and every situation would be impossible. However, by using the proper personal protective equipment, this will help decrease if not eliminate the number of injuries caused by cuts, lacerations or abrasions.

All accidents just don't happen; they are caused by not paying attention and by not thinking of what can go wrong before it goes wrong.

Every time you approach a project or are given a task to accomplish, every time you pick up a tool, every time you start a piece of equipment or machinery, think SAFETY.

If you do this, then you will know the answer to why is it so important to prevent accidents.

I have asked that the safety metric chart, shown on the back page of *The Challenge*, be displayed on a monthly basis, so you will know if your work center is eligible for the quarterly safety incentive.

Depot Workload

The majority of employees at SIAD have been able to tell the one program that has received quite a bit of high level attention, has been the AJ1 Reverse Pipeline Operation. This is a HQ AMC program and is watched on a daily basis for performance and cost.

Over the last several months, we have finalized the operational structure and added over 110 government and contractor employees. With this added resource, we have seen the processing of material release orders (MRO) activity grow on an exponential basis with no end in sight. In

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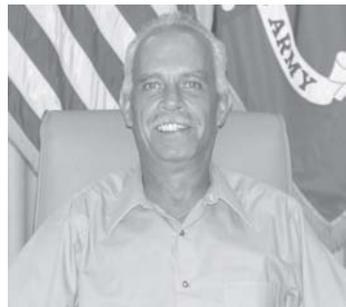
The Union's Position: AFGE, Local 1808

Safety Assessment:

In accomplishing our mission we have to keep one very important thing at the top of our priorities and that is "Safety".

It is everyone's responsibility to ensure there is a safe work environment at Sierra. If you do not have the proper personal protective equipment (PPE) to perform your work, let your supervisor know and he/she will make sure that you have the proper PPE to perform your job.

The depot has hired a Safety Consulting firm, Plexus Scientific, to do a complete safety assessment at the depot. They will visit the various work sites and determine the PPE and other safety measures needed to ensure the safety of our employees. They will talk to employees to get input on the processes. They will be on depot from Mar. 26 thru Apr. 13.



Jim Swistowicz, President

The assessment will be conducted with federal, state and depot policies, laws and regulation. If you are asked a question, answer if truthfully and with as much information as you can give.

What is our mission/responsibility here at Sierra as employees?

We, as employees, have a responsibility to perform the work that we were hired to do.

Our mission at Sierra Army Depot is to support our Soldiers the "War Fighter".

Soldiers rely on us to get the supplies and equipment they need to accomplish their mission. In order for Soldiers to accomplish their mission, we have to do our part by producing the required work on schedule and in good working condition.

In the up coming months, the AJ1 operation is going to increase three-fold. We will increase our employees by 250. People will be moved to support the AJ1 mission, trailer reset and the generator reset missions.

We have proven in the past we can and will continue to do what is necessary to give the support our Soldier, the "War Fighter," needs to accomplish their mission. So let's keep up the good work.

A-76 Update:

I am still reviewing the Draft Performance Work Statement to ensure the data gathered by the contractor is accurate. There is some data that needs to be verified and changes made. I will then send that data to the subject matter expert for verification and clarification. I am finalizing the Bidder's Tour and Bidder's Library. We are on schedule with our A-76 processes and awaiting HQ AMC approval to proceed with the formal portion of the competition.

I feel confident we will win this competition. The track record for Government winning A-76 studies is 65%. But win or lose, a Reduction in Force (RIF) will need to occur to meet the MEO requirements. At this point in time, we do not anticipate any loss of jobs as a result of this process. If

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The Challenge

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SIERRA ARMY DEPOT HAS WORKED 2 DAYS SINCE OUR LAST ACCIDENT



As of Mar. 22, 2007
Look for this sign near the main gate



BE AWARE!

*For the Month
of April*

Are you working in AJ1
General Support
Are you a Helper

Then you are prone to
Sprained Ankles

Data provided by Safety Office

READ



ON THE DEPOT'S INTERNET SITE

CURRENT AND ARCHIVED ISSUES OF THE
MONTHLY PUBLICATION CAN BE VIEWED AT
www.sierra.army.mil

Army Launches Wounded Warrior, Family Hotline

WASHINGTON, March 19, 2007 (American Forces Press Service) – Army officials this morning launched a new hotline to help wounded warriors and their family members to get information or assistance with medical or other issues.

The “Wounded Soldier and Family Hotline,” 1-800-984-8523, also will help Army leaders improve services to wounded soldiers and their families, officials said.

“We have designed this call center to be able to collectively hear what the soldiers say about their health care issues, so as issues are raised, we can identify systemic faults or problematic areas and senior leaders can better allocate resources,” said Maj. Gen. Sean J. Byrne, commander of U.S. Army Human Resources Command.

“It’s all about serving our wounded and injured soldiers and their families,” he added. “If we can find a way to im-

prove our system, we will. It’s that simple.”

In a statement, Army officials acknowledged that many soldiers wounded in the global war on terror and their families are “enduring hardships in navigating through our medical care system.”

“The Army is committed to providing outstanding medical care for the men and women who have volunteered to serve this great nation,” officials said in the statement.

Care of wounded soldiers has been in the spotlight since a February series of articles in the Washington Post revealed shortcomings in outpatient care at Walter Reed Army Medical Center, here. Since then, the hospital’s commander was relieved, Army Secretary Francis J. Harvey resigned, and the service’s surgeon general submitted his retirement request over the issue.

See **HOTLINE**, page 7



Secretary of Defense Robert M. Gates, left, and Chairman of the Joint Chiefs of Staff Marine Gen. Peter Pace listen to a reporter’s question during a Pentagon press briefing March 7, 2007, on outpatient care facilities and administrative processes at the Walter Reed Army Medical Center and the National Naval Medical Center Defense Dept. photo by U.S. Air Force Staff Sgt. D. Myles

Employee



On behalf of Maj. Gen. William M. Lenears, Commanding General, TACOM-Life Cycle Management Command, Mr. Vincent Sabatino, SIAD Deputy Commander, presented Mr. David Holsey, above and Melani Tescher, below, with TACOM awards for their diligence and dedication to duty, in the areas of Environmental Management System and ensuring proper environmental stewardship relative to the storage AJ1 materials.



When volunteers were needed to help hand out Valentine's at the Main Gate in the early hours of the morning, one employee thought nothing of it and stepped forward. Marcie Turek, above, with supervisor Richard Lambert, after she received a Commander's Coin from Lt. Col. Brian Butler for the tremendous support provided to the MWR organization.



Sue Huston, center, has been called the u her organization. Whenever there is a h event, Sue dresses up in some fashion that Sue's coworkers can always count her to they should be celebrating. In recognition f Butler presented Sue with a Commander' recognition were Sue's supervisor, Sco supervisor Joe Henderson.

Recognition



Ms. Jolene Robles, Personnel Management Specialist, is all smiles as she receives her retirement certificate and flag from Lt. Col. Brian Butler, depot commander. Robles retires from federal services after 30 plus years. She began working for the Forest Service in 1976. The building that Ms. Robles was working prior to her retirement, Headquarters Building, was named after her late uncle, Lt. Col. Leonard Lowry. Jolene has no immediate plans, but will stay in the area until her husband retires from the Forest Service in July of this year.



ultimate morale booster for holiday, birthday or special event that depicts that particular day. To keep them informed what to expect for her charm, Lt. Col. Brian Butler's Coin. Present during the event, Scott Rode, left and division



After 34 years of continuous federal service, Kay Schneider said good-bye to friends and co-workers. In addition to receiving her retirement certificate and flag, Lt. Col. Brian Butler presented her with the Commander's Award for Civilian Service in appreciation for her untiring loyalty and dedication to the Department of the Army and Sierra Army Depot.

Accidents and worker's errors

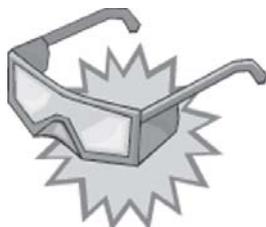
Failure to wear personal protective equipment increases chance of injury

By Larry Gallego, Jr.
 Safety Specialist

In the early hours of April 26, 1986, operators at a nuclear power plant were conducting a test of their emergency systems. Power was reduced to below 25%. This unexpectedly caused an explosion and the meltdown of the reactor core. Two of the operators involved were killed along with 30 of their co-workers. Thousands of people were exposed to harmful levels of radiation. The operators and supervisors who survived were blamed for the accident and five of them were sent to jail. Another example of operator error was documented in government reports and the case was closed. The name of the accident site is now synonymous with disaster, Chernobyl.

Years later with the fall of the Soviet Union, a different version of the accident emerged. The reactor had inherently dangerous flaws in its design. Operating manuals did not warn of an instability safety problem associated with running the reactor at low power. Today, newly issued operating procedures prohibit operating the reactor below 25% power.

When you read a newspaper account of an industrial accident, it will almost always conclude that the cause of the accident was worker error. In a



society largely based on individualism the idea that worker mistakes are the primary cause of accidents rings true with most people. There is no denying that workers make mistakes. However, in every industrial accident there are almost always several management safety systems involved which may not be readily apparent.

At an industrial plant in Salt Lake City, a process operator was burned when sulfuric acid splashed on him while drawing a routine sample. Management blamed the worker for causing the accident by failing to wear a face-shield, acid suit and other personal protective equipment (PPE). Management issued a bulletin threatening discipline against anyone not wearing all their PPE. Co-workers of the injury victim did not like seeing their friend blamed and knew that it was common practice to not wear all of the hot and awkward acid gear when taking samples. However, they conceded that he should have been wearing more PPE in order to avoid the accident.

Further investigation by the Joint Health and Safety Committee found that there was more going on in this accident than a mistake by a worker. The procedure for collecting sulfuric acid samples was to hold an open cup under a bleed valve on a pressured line

on the acid pumps. The acid sometimes splashed out of the cup which made wearing PPE necessary. The committee recommended that acid sampling points should be redesigned to eliminate the potential for splashing altogether. One simple way to do this was to sit the sample container in an enclosed sample box with a glass door where the valves could be operated outside the box. This would eliminate the exposure and the need to wear most of the cumbersome PPE.

The Committee then broadened the investigation to look at all of the sample points in the plant. It was discovered that sampling points for dozens of different hazardous materials were unsafely designed and were unnecessarily exposing workers. The Committee initiated a new program to have sample points throughout the plant redesigned to eliminate or minimize exposures.

Behavior modification programs are the least effective way to prevent accidents because they focus on the narrow issue of correcting worker mistakes. In the acid burn accident, behavior modification programs would only seek to reinforce the need for workers to wear PPE. The Health and Safety Committee investigated the injury using a fix the workplace, safety system approach. The Committee saw that the worker's injury was a symptom of a problem with the facility's chemical sampling system. By focusing on fixing the workplace, the Committee was able to take accident



prevention to a much higher level than is possible by using behavior modification.

Industrial Risk Insurers explained that there has been substantial growth in the inherent hazards of oil and chemical plants due to profit-driven decisions being made by management. This includes use of higher pressures and temperatures, more toxic and unstable chemicals, increased congestion of plants and equipment to save on piping, energy and instrumentation costs. Studies published by Marsh and McLennan show that the majority of property losses in oil and chemical plant accidents are due to mechanical and design failures, not operator error.

Amoco Oil Company boasted in 1994 that they have been running their refineries at 104 percent of capacity. (Amoco Torch, November 14, 1994) This is like riding in an over-loaded elevator or flying in a corded airplane that exceeds safe weight limits. When a pilot allows this situation, they are fired. When a corporate CEO does the same thing on world scale they get a bigger bonus.

VIKINGS:

(From Page 1)

I would like to extend my appreciation to Coach Ken Berry for asking me to be involved these last couple of seasons. It was just two years ago Coach and I sat beside the depot pool on a warm summer afternoon, discuss-

ing basketball and using coins to represent players on a pool side table.

Moreover, both of us sitting in the sun and daydreaming of the possibilities.

What a ride! Thank You.. Lady Vike's! (Editor's Note: Mr. John Garland is an Environmental Protection Specialist at Sierra Army Depot as well as Assistant Coach).

COMMANDER:

(From Page 2)

addition, we have been working a very high percentage of overtime hours because we are not yet up to full strength.

The other area that we have been concentrating on is to work the aged backlog of receipts. We have

steadily worked our way from over 800 Containers to a total now of approximately 250. Everyone should feel very good about the job that they are doing to support the war fighter.

Thanks for a job well done. Until next month - LET'S GET TO WORK!

HOTLINE:

(From Page 3)

"Recent events made it clear the Army needs to revise how it meets the needs of our wounded and injured Soldiers and their families," Army officials said in yesterday's statement. "In certain cases, the soldiers' chain of command could have done a better job in helping to resolve medically related issues."

Officials stressed that the hotline is not intended to circumvent the chain of command, but is "another step in the direction of improvement."

"Wounded and injured soldiers and their families expect and deserve the very best care and leadership from

America's Army," officials said. "The Army's intent is to ensure wounded and injured soldiers and their families that they receive the best medical care possible. The Army chain of command will ensure every soldier is assisted in navigating the military health care system.

The Wounded Soldier and Family Hotline can be reached from 7 a.m. to 7 p.m. Monday through Friday at 1-800-984-8523. As additional personnel are trained to receive calls and refer them to the proper organization or agency for resolution, the hotline hours of operation will expand to 24 hours a day, 7 days a week, officials said.



ACCIDENT FREE WORK CENTERS

The accompanying chart depicts the current results of the Commanders Initiative on an Accident and Injury Free Workforce for the first 120 day period of performance. Those organizations in red have at least one accident or reportable injury (an injury which resulted in lost time or medical expense). The awards for those production based organizations which were green at the end of the performance period (Mar. 15, 2007) will be processed no later than Mar. 29, 2007.

Safety Metrics By Work Center		1st Cycle 11/15/2006 3/14/2007	2nd Cycle 3/15/2007 7/14/2007	3rd Cycle 7/15/2007 11/14/2007	Annual Cycle 11/15/2006 11/14/2007
o Ofc Dir of Mission OPS	41000	A			
o Prod Planning & Control Div	43000	A			
o Shops Division Ofc	44A00	A			
o Mechanical Repair Branch	44100	P	3		
o Painting Branch	44200	P	2		
o Metal Working Branch	44300	P	1		
o Box Fabrication Branch	44400	P			
o Small Arms Team	53000	P	1		
o Logistics Division Ofc	46100	A			
o Inventory Branch	46200	P			
o Install Sup Acty Br	46300	A			
o Storage & Dist Div Ofc	47A00	A			
o Contain & Assembly Br Ofc	47510	A			1
o COSIS Section	47520	P	2		
o Packaging & Pkgs Section	47530	P			
o Receiving Section	47540	P			
o Assembly Section	47550	P			
o Central Receiving & Stor Br	47410	A			1
o Outside Storage Section	47420	P			
o Central Receiving Section	47430	P	1		
o Warehouse Storage Sec	47440	P	3		
o Internal Rail Branch	47300	P	1		
o AJI Operations Branch Ofc	47610	A			
o Central Shipping Section	47620	P	2		
o AJI Receiving Section	47630	P	2		
o AJI Storage Section	47640	P	5		
o AJI Outside Storage Section	47650	P			
o Movement Control Section	47660	P	3		
o AJI Hazardous Storage Section	47670	P	2		
o Transportation Division Ofc	45000	A			1
o Ammunition Division	80000	P			
o Quality Control Division	48000	P			
o Small Arms Repair Division	53000	P			
o Ofc of Commander	01000	A			
o Legal Ofc	2000	A			
o Contracting Ofc	04000	A			
o Internal Review & Audit Comp Ofc	05000	A			
o Ofc of the Dir of Resource Mgmt	11000	A			
o Budget & Manpower Div	12000	A			
o Finance & Accounting Division	13000	A			
o Garrison Hgmt Ofc	Y1000	A			
o EEO Ofc	03000	A			
o Quality Engineering Ofc	06A00	A			
o LEAM Branch	06300	A			
o Quality Assurance Branch	06200	A			
o Public Affairs Ofc	07000	A			
o Strategic Planning Ofc	08000	A			
o Ofc of the Dir Community Support	Z1000	A			
o Community Activities Division	Z2000	A			
o ADCO Ofc	Z4000	A			
o Training Ofc	Z5000	A			
o Ofc Dir of Risk Management	X1000	A			
o Law Enforcement Div	X2000	P	1		
o Security & Intelligence Branch	X2400	A			
o Fire & Emerg Services Division	X3000	P	1		
o Safety Division	X5000	A			
o Environmental Division	X6000	A			
o Ofc of the Dir of Base Support	3A100	A			
o Eng. Plans, & Svcs Div Ofc	3A210	A			
o Engineering Branch	3A230	A			
o Supply & Maintenance Ops Div	3A300	P			
o Maintenance Division Ofc	3A510	A			
o Buildings & Grounds Branch	3A520	P	1		
o Utilities Branch	3A530	P	1		
o Production Support Branch	3A540	P			
o Ofc Director Info Mgmt	E1000	P			

ISO and the April Surveillance Audit

By Puett L. Willcox, III
Logistics Management Intern

In order to better prepare the Depot for the upcoming surveillance audit, the ISO team started conducting monthly internal audits in January. We have audited for the different elements of the ISO Standard that will be the focus of the surveillance audit. These elements are not the only part of the ISO Standard that can or will be covered, so it is imperative that all areas don't slack up on the excellent job that they have been doing so far this year. The elements of the ISO Standard are requirements that must be met if we are to maintain our ISO 9001:2000 certification. Several business areas are addressed by the ISO standard. For example, Element 4 covers the Qual-

ity Management System, Element 5 deals with Management Responsibility, Element 6 addresses Resource Management, Element 7 relates to Product Realization, and Element 8 is Measurement, Analysis and Improvement.

After conducting several monthly audits (specifying the topics that may be covered two weeks in advance) the ISO team has seen many different areas make great strides in improving their knowledge of ISO standards. These improvements will be vital in achieving a positive outcome in the upcoming surveillance audit. We take our hats off to the people who have made these improvements and look forward to continue working with all of the areas on the Depot. Remember that we all must build quality into our products to keep the good reputation of Sierra Army Depot alive and well.

QUALITY ENGINEERING OFFICE WORD SEARCH

Game by Lynette Hall

B	R	I	C	H	H	I	L	L	A	U	G	O	S	A	V	I	N	G	S
B	I	J	R	G	L	E	A	L	Q	A	S	R	Y	T	I	L	A	U	Q
S	J	L	O	E	Z	M	L	R	R	U	E	Z	L	U	Q	W	M	Q	O
C	T	O	L	Y	G	E	D	R	V	M	P	H	E	O	K	C	X	Z	M
S	D	N	L	B	N	U	Y	X	O	C	L	L	I	W	T	T	E	U	P
S	D	A	E	J	R	G	L	T	F	B	I	E	C	D	Q	B	Y	N	S
N	N	R	O	M	A	E	S	A	C	D	S	B	N	D	V	I	W	Q	E
A	S	N	A	R	E	U	D	T	T	U	E	A	B	Y	L	L	D	L	S
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F	T	U	J	S	A	A	D	R	C	R	J	N	T	N	H	E	U	T	C
T	P	I	S	A	I	U	T	M	P	S	A	U	S	H	E	M	M	N	O
L	O	V	Z	A	C	G	N	S	S	M	S	N	A	A	T	I	E	O	R
W	L	H	Q	S	E	H	M	J	K	E	I	X	D	M	T	N	N	C	P
L	I	V	A	G	O	M	D	A	R	T	N	Z	I	I	E	G	T	M	V
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X	Y	L	R	H	R	F	I	J	M	S	M	T	T	Y	I	B	Z	V	
S	E	R	U	D	E	C	O	R	P	E	I	L	E	O	L	D	U	L	Z
N	A	E	L	J	E	H	S	K	H	I	P	O	K	N	T	H	V	S	U
T	W	Q	B	S	U	E	C	A	T	U	C	C	I	O	C	T	H	I	Q

ALLEN JONES	DOCUMENT	LEAN	QUALITY
ANALYZE	DYLAN HAMILTON	LYNETTE HALL	REGULATIONS
BILLED STRAND	GARRY GARRETT	MEASURE	RICH HILL
BILDEMING	GOODS	POLICY	SAVINGS
CONTROL	IMPROVEMENTS	PROCEDURES	SERVICES
CUSTOMERS	ISO	PROCESSES	SIX SIGMA
DE FINE	JOHN MCKE AND	PUETT WILLCOX	STANDARDS
			SUEC&TUCCIO