

Thomas & Betts

Power Solutions

Where Quality Means Business

At Thomas & Betts Power Solutions, we drive superior quality at all levels of the organization. Our quality process includes data collection, problem investigation, root cause analysis, containment activity, preventive action and follow-up verification. These process controls encompass internal, field and supplier quality aspects.

THOMAS & BETTS MANUFACTURING SYSTEM

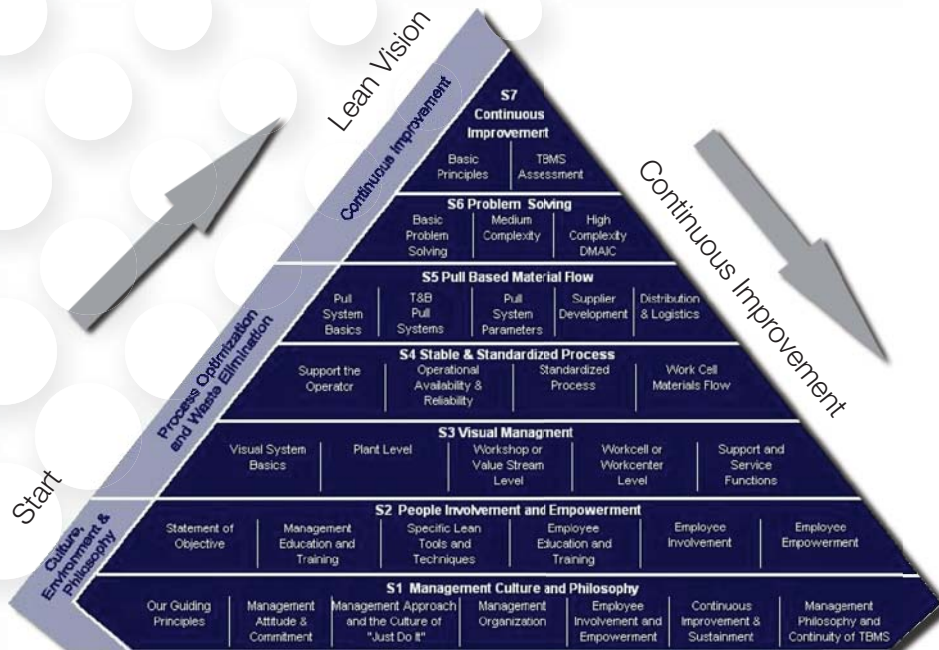
100% Customer Satisfaction... 100% On-Time Delivery... 0% Defects

It is the work system put together by Thomas and Betts to serve as the guideline on how we do things in the T&B manufacturing facilities.

Thomas & Betts Manufacturing System (TBMS) is a working document comprised of the processes, procedures and systems that when combined serve as the guideline of "how we want to work" within T&B manufacturing.

Through TBMS we define the vision of how we want our facilities to operate to best serve our customers, how we utilize all our resources most effectively, and how we function as good stewards of those resources within T&B and in our communities.

Through the understanding and implementation of the individual elements incorporated in TBMS we have a comprehensive 'toolbox' to train our people, encourage standardization and sustain the hallmark of Continuous Improvement.



QUALITY BUSINESS

Through the Thomas & Betts Manufacturing System (TBMS) designed to achieve 100% customer satisfaction, we pride ourselves in continuous improvement efforts to meet your specific project needs. Our values and guiding principals are at the core of our work ethic which, in turn, produce highly qualified and incomparable employees that drive exceptional results.

QUALITY PROCESS

- Order Fulfillment Tracking
- Bill of Materials Assurance
- Customer Approval Drawings and Matching Assembly Instructions
- Quality Assurance Check List with Signature

QUALITY MEASUREMENTS

- First Pass Rate
- Defects per unit
- On-Schedule Tracking

COUNTER MEASUREMENTS

- Containment
- Short Term Corrective Action
- Long Term Preventative Action

QUALITY CONTROL AND ON-TIME DELIVERY

Our mission is to gain your confidence through a series of processes that ensure the highest quality standards and superior performance. After the unit is properly tested, your products are held in a containment area for quality assurance and inspection prior to shipment. Through a series of daily morning walks, management is able to ensure that associates are obtaining the necessary resources required in order to meet our objective of 0% defects. Monitoring the status of projects is crucial to our process, as our 100% On-Time Delivery standard is of utmost importance.



What, Who, Where Boards – we document problems that the lines may be having which create less efficient processes. What is it, Who has it, and When do they need it.

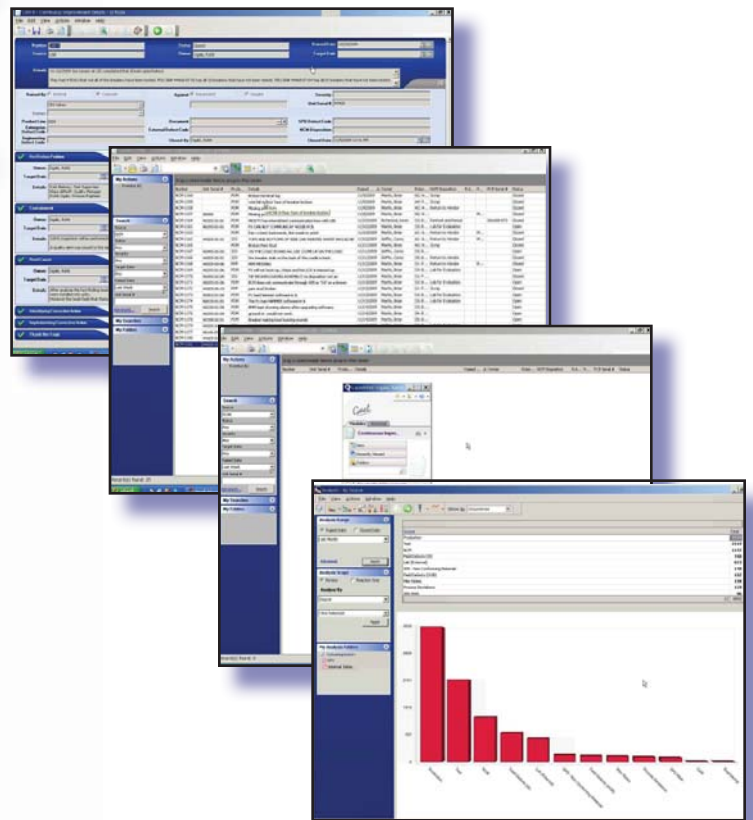
Wins – we identify any safety issues or incidents. What did they do to significantly maintain a safe environment (report near misses, preventative actions, etc.). What was the quality like? If there were problems, what countermeasures were used?

HIGHLIGHTS

- A state-of-the-art Quality Data Analysis System is used as a foundation for improvement projects continuously being deployed. This system is used to measure quality relevant parameters, identify and classify defects. Data driven corrective actions are created to resolve the top detractors in a timely manner. These include internal and external manufacturing and supplier relevant metrics and improvement actions.
- Improvements to the manufacturing processes are implemented utilizing the Lean Six Sigma methodology.
- A 100% quality assurance testing program is in place for all our shipped products. In addition, our heat-run and burn-in program meets or exceeds industry standards.

Q-Pulse

A quality database to track defects in products. When units go to test, they look for errors and record each job with its own serial number and defects. This process is used by all involved individuals (production supervisors, leads, test techs, Q-lab).



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