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QUALITY CONTROL BASED ON CUSTOMER NEEDS

A Quality Control Program, based on establishing and maintaining quality levels determined by the needs of the customers, is showing progress in the hosiery division. The new program was started in September with Jack Mabe as Quality Control Chief for the half-hose division. On the staff with Mabe now are ten full-time employees in addition to others whose duties consist of production and quality maintenance. Bob Michael heads the Quality Control Program in the ladies' hosiery division.

The Quality Control Program begins with a set of quality standards and written job procedures for each of the operations. In order to keep the quality of hosiery within the highest levels of acceptance, the allowable tolerance limits are specified in detail.

One of the strongest points of our Quality Control Program is inspection stations located in various departments throughout each of our plants. Through this method, it is intended to prevent poor quality rather than to try to correct poor quality after the stocking has been produced.

Inspections begin with incoming yarn and continue through packaging.

All defects found are recorded at each station and analyzed by the Quality Control Chief, or staff member in charge of the station. This analysis is broken down into three categories:

a. Yarn defects
b. Mechanical defects
c. Human defects

Yarn defects consist of slubs, uneven color, off-shade, improper relaxation, uneven blend and uneven count. As yarn shipments are received, random cones are taken from each case and checked for moisture content, count and shade; a very thorough visual inspection is made to detect these and other deficiencies. Yarns not meeting specifications are returned to suppliers.

Mechanical defects consist of holes, grease spots, misplaiting, drop stitches, incorrect linkages, sizing, or any other machinery malfunctions.

(Continued on page 6.)

George Neal, warehouse supervisor, samples cones of yarn from incoming cases as they are received in the warehouse.