



DEPARTMENT OF HOMELAND SECURITY
U.S. COAST GUARD

YARD NEWS

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AN EQUAL OPPORTUNITY EMPLOYER

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Yard Changes Command



Captain John Kaplan assumed command of the Coast Guard Yard on May 13, 2008. He is the 39th Commanding Officer in the 109-year history of the Yard.

Captain Kaplan took charge of the Yard from Captain Stephen Duca who had served as the shipyard's Commanding Officer, May 2005 - May 2008. Captain Duca retired from the U.S. Coast Guard with 27 years active duty service. Rear Admiral Dale Gabel, Assistant Commandant for Engineering & Logistics, was the ceremony's Presiding Official.

Captain Kaplan had served as the Industrial Manager of the Yard since 2005. The Captain graduated from the United States Coast Guard Academy in 1982 with a Bachelor of Science degree in Ocean Engineering. Upon commissioning, he reported as a Student Engineer aboard the U.S. Coast Guard Cutter (USCGC) POLAR STAR (WAGB-10). Follow-on assignments included Coast Guard Headquarters Naval Engineering Boat Branch as Project Engineer for the 47' MLB prototype and other major boat acquisitions; Engineer Officer, USCGC MELLON (WHEC 717); Contracting Officer's Technical Representative for the Naval Engineering Support Unit Seattle Polar Console Replacement Project involving oversight of the successful installation and testing of the Machinery Control and Monitoring System on both Coast Guard POLAR

See **Change of Command**, pg 4

Photo above: The Yard Change of Command occurred at 11:01 a.m. on May 13, 2008. Before a crowd of 500 invited guests and the Yard workforce, Captain John Kaplan (right) assumed command from Captain Stephen Duca (left). Rear Admiral Dale Gabel (center), Assistant Commandant for Engineering & Logistics, U.S. Coast Guard, presided over the ceremony.

Photo at right: This was the first Change of Command in Yard history to take place on the Yard's shiplift. The ACTIVE, a 210' cutter undergoing the Mission Effectiveness Project at the Yard, is in the background.



Yard Missions: Value - Workforce - Relationships - Community

The Commanding Officer's Column

by Captain John F. Kaplan



Thank you to everyone involved with the Change of Command preparation, execution and cleanup. The day went extremely well, and all of your work to make it happen from the Departmental briefs, Yard/shiplift clean up and set up, and reception was fantastic. This is an exciting time to be the Commanding Officer of the CG Yard, and I look forward to working with all of you as we continue to make the Yard an even better place to work.

I congratulate CAPT Duca for his outstanding tour at the Yard and his much deserved Legion of Merit. I and the entire Yard family wish him and his family the best as he transitions to a new career. A note from CAPT Duca is published below.

The Yard has hosted several outstanding events that I was proud to be part of. The Asian Pacific American Heritage celebration was held May 16 and featured wonderful Asian dancing, music and food. The keynote speaker was the

Honorable Mr. Norman Mineta, former Secretary of Transportation and Commerce. I appreciate the efforts of those Yard employees who sat and talked with Mr. Mineta during the reception. Before departing, he expressed how happy he was to have the opportunity to talk with you and how impressed he was with the pride you exhibited in your work. You are the best ambassadors of the Yard. Thank you for making such a positive impression on Mr. Mineta!

The Memorial Day Service on Friday, May 23 was especially meaningful as our keynote speakers were three of our own Yard employees who recently served on Active Duty. Master Sergeant Sandra Pashley, Maryland Air National Guard, served with the US Air Force from August 2007 to March 2008 in both Iraq and Afghanistan. She is an Ordnance Equipment Worker in the Ordnance Shop. Petty Officer Second Class

Alvin Kuhn, US Navy, served on active duty from March 2007 to March 2008 in the Middle East. Petty Officer Kuhn is a Sheetmetal Joiner Worker for the Structural Group. Master Sergeant Robert Jacobs, US Army Reserve, was a Senior Drill Sergeant for the U.S. Army stateside from May 2005 to January 2008. Master Sergeant Jacobs is a Marine Machinery Mechanic Supervisor in the Mechanical Group. Their remarks were very moving, heartfelt and appreciated. Thank you for sharing your experiences with us and your service to our country. Please read the Memorial Day Service article on page 8 for additional details.

On Thursday May 29, I handed out 78 Federal Service Pins totalling over 1,205 years of service! The longevity of service here at the Yard is a testimonial to you and the great work you do. Especially noteworthy are the three 40-year recipients: Melvin Dash X23, James Wyche, Jr. X42 and Robin Mettle X60. Melvin's oldest son, Brian X43, was also a 15-year pin recipient. Having 24 five-year recipients and 15 ten-year recipients demonstrates the vitality of our workforce.

With Memorial Day marking the official start of the summer driving season, I urge everyone to use extra caution during your daily commute and during any well deserved vacation travel. Please be safe in all you do.

Thank you, again, for an outstanding Change of Command and all of the hard work you do every day for the Coast Guard.

*Dear CAPT KAPLAN and the entire YARD Family,
My family and I sincerely thank everyone for a perfectly planned and executed Change of Command and my retirement ceremony. Beyond the formal transfer of total accountability and responsibility, the ceremonies showcased the exceptional people in the YARD family and their accomplishments. Please thank everyone for their professionalism.
Sincerely,
CAPT Steve Duca & family*



Yard Delivers Three MEP Cutters In Three Weeks

Yard managers and craftsmen set another milestone this spring by delivering three Mission Effectiveness Project (MEP) cutters within three consecutive weeks! The 270' Cutter SENECA departed on March 28th followed by the 210' Cutter DECISIVE on April 4th and the 110' Cutter NAUSHON on April 11th. Words of praise from the fleet are evidenced in the following messages:

"The officers and crew of SENECA extend a sincere thank you ...for superb support during our 2007-2008 mission effectiveness project period! CG Yard employees were very professional, took pride in their work, skillfully and punctually completed work items, and were a real pleasure to work with. This was most evident when the crew returned to Baltimore and worked side-by-side with them for nearly two weeks during the on-load process. Their technical expertise, flexibility with rigging on board 16 conex boxes and three U-Haul trucks worth of materials, and appreciation for our challenge to reconstitute SENECA and finish shipboard projects were critical components of our successful completion of MEP and early departure from the CG Yard.

Your support has ensured our successful completion of the WMEC Mission Effectiveness Project. SENECA is already enjoying the



Yard workers ready the Cutter NASHON for work under the Mission Effectiveness Project. The NASHON was one of several MEP cutters delivered by the Yard in March and April, 2008. "Service To The Fleet" at its best!

spoils of the MEP Project and the crew greatly appreciates your contributions! Bravo Zulu!

CDR William Kelly CO,
CGC SENECA"

"Please pass on to your crews my compliments and sincere appreciation for their efforts onboard DECISIVE. We are certainly departing as satisfied customers. As I have said to my crew, a project of this length and complexity requires over 10,000 tasks & sub-tasks (likely man more??) to all be completed. The fact that our 'punch list' shows fewer than ten minor items to be addressed after departure stands

as testimony to a superior effort.

The construct of the MEP plan calls for several cultural departures for those of us in the operator community (i.e., leaving your ship in the hands of a 'care-taker', mutli-crew patrols, etc...). There have been and always will be 'rub points' along the way. My personal thanks to each of you that has, at one time or another, sailed in to provide support or top-cover along the way.

CDR Samuel Walker,
CO, CGC DECISIVE"

30th Anniversary of Asian Pacific American Heritage Month

Baltimore Area Coast Guard Commands Host Former Secretary Norman Mineta



Former Secretary of Transportation & Commerce Norman Mineta

In celebration of Asian Pacific American Heritage Month, the Baltimore Area Coast Guard Commands held an all-hands celebration at the Yard on May 16th. Former Secretary of the Departments of Transportation & Commerce Norman Mineta served as the Keynote Speaker. This year's theme, "Leadership, Diversity, Harmony – Gateway to Success" highlighted the achievements of American citizens who trace their ancestry to Asia and the Pacific Islands.

The son of Japanese immigrant parents, Secretary Mineta is a legendary civil servant of both the Legislative and Executive Branches of government. He represented the citizens of the 13th and 15th districts of California in the U.S. Congress from 1975-1995; was appointed Secretary of Commerce, 2000-2001, and served as the Secretary of Transportation from 2001 to 2006. Today, he is Vice Chairman of Hill & Knowlton, a public relations firm based in Washington, DC.

See *Asian-Pacific*, pg 9

Chaplain's Corner

The Cost of Freedom

By Chaplain Brian Jacobson

Our Declaration of Independence emphatically states every American is "endowed by the Creator with certain unalienable rights." The central theme of these rights is "life, liberty and the pursuit of happiness." Every time I see our glorious American flag, I am reminded of the freedom we have as Americans, and I am clearly reminded of all the blood that has been shed to keep our beloved freedoms.

As we enter a new age of postmodernity, we need to reflect upon our freedom and heritage. It is my personal feeling and thought that many of us take our freedom for granted. Others take their freedom as a license to do whatever they desire regardless of the consequences. Freedom has consequences. Freedom requires responsibility.

One of the troubling trends in our country is "moral relativism." Expressions such as "If it feels good, do it" or "You're okay; I'm okay" are indicative of moral relativism. I believe there are moral absolutes. There are things which are clearly right and wrong. Freedom is not a license to do what ever feels good. It is a genuine responsibility to uphold the values of doing unto others as we want done unto us!

Admiral Arleigh A. Burke once stated in a manual on moral leadership, "The Protection of Moral Standards and Character Education Program"

"America's most important role in the world, almost from the day our country was born, has been the role of moral leadership.... (we need to)

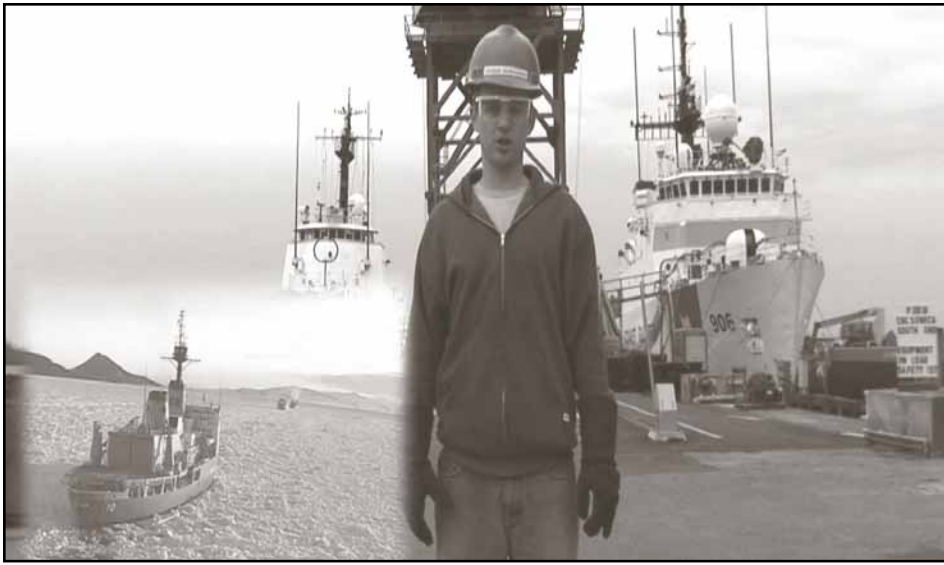
See **Chaplain**, pg 6

Lights, Camera, Action!

Coast Guard Headquarters selected Yard Pipefitter Leader James Johnston (pictured below) to participate in the recording of "The United States Coast Guard: The Guardian Ethos" in March 2008. The short video premiered at the Coast Guard Flag Officers Conference in April and will be marketed to national media sources this summer. Johnston delivers the line, "I Am Their Shield." To see the full video, go to cgvi.uscg.mil.

THE GUARDIAN ETHOS

I am America's Maritime Guardian. I serve the citizens of the United States. I will protect them. I will defend them. I will save them. I am their Shield. For them, I am Semper Paratus. I live the Coast Guard Core Values. I am a Guardian. We are the United States Coast Guard.



Change of Command, cont from pg 1

icebreakers. Additional assignments included Icebreaker Platform Manager, Coast Guard Engineering Logistics Center; Headquarters Naval Engineering where he served as Project Officer for the USCGC ALEX HALEY conversion performed at the Coast Guard Yard; Commanding Officer, Naval Engineering Support Unit Seattle; Maintenance and Logistics Command Pacific, Naval Engineering Support Branch Chief (vr) and Assistant Chief, Naval Engineering Division (va).

Captain Kaplan earned postgraduate degrees from the Massachusetts Institute of Technology in Naval Architecture and Marine Engineering, and Mechanical Engineering. He is a licensed Professional Engineer in the State of Virginia.

Captain Kaplan's personal awards include four Meritorious Service Medals, three Coast Guard Commendation Medals, the Coast Guard Achievement Medal, the Arctic and Antarctic Service Medals, and numerous team and unit awards.

Captain Kaplan is an active participant and strong supporter of the American Society of Naval Engineers (ASNE) and is currently serving on the ASNE National Ways and Means Committee.

Captain Kaplan is married to Dr. Elizabeth Danford Kaplan and both hail from Wisconsin. They have two daughters, Maria, age 14, and Anna, age 10. The Kaplan family resides in Millersville, Maryland.

Welcome Aboard!

YARD NEWS



Printed on Recycled Paper

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Lean Update**Some Follow-Up and Some New Efforts!**

By Keith Herchenroder, Yard Business Manager

Since the last “Lean Update,” we have been busy with following up on activities started as well as kicking off some new efforts. Some of the follow up efforts are:

CONEX CITY: One of the follow up efforts was getting a status board mounted at CONEX CITY. The idea is that with this board, anyone should be able to tell what Conex boxes are where, and what they contain. The challenge for the future is keeping this board up to date so that it is a useful tool in the future. An identical board is mounted upstairs in Building 58, so the project staff has the same information. A Management Operating Procedure (MOP) is being finalized to formalize the management of the Conex area.

CENTRAL TOOL ROOM: With the excess tools and equipment removed, efforts shifted to consolidating the remaining tools, cleaning the shelves, painting the shelf faces, the service counter, and floors. Shadow boards were created to designate proper location for brooms and other materials. If you haven’t been in the tool room lately, it is worth taking a look.

BUILDING 11: We finished up 6S (Sort, Straighten, Shine, Standardize, Sustain & Safety) training with the crew in Building 11, and Bob Byrd and

*Conex City locator board*

his crew have made a serious dent in the clean up of the facility. Efforts are continuing in this area and the results to date are excellent.

Some of the new efforts that we started:

LEAN AWARENESS TRAINING for Pipe Shop personnel: At the request of Don Shields, General Foreman of the Mechanical Group, the Lean Team kicked off the first of a series of training sessions with personnel from the Pipe Shop. This included a 30 minute video that shows the basic principles of Lean and how they play

out in the simple setting of a kitchen in the process of making toast! It is pretty amazing how this seemingly simple evolution can contain so much wasted effort! The Lean Team would be glad to provide training of this type to any of the shops – just ask!

ELECTRIC SHOP 6S: At the request of the leadership in the Electric Shop, the Lean Team helped kick off 6S efforts in Building 40B. To get things started, Barb Rodekrohr took the Lean folks (Tom, Ron, Joe, and myself) on a walk-through of the shop – in particular of the storage areas that have gathered materials over the years and now really needed to be sorted through. To get things rolling, we conducted 6S training to help give a structured approach to scanning, sorting, and red tagging items for disposal. We then set our sights on one of the storage areas! A few hours later, we had nine pallets of material for disposal and several more pallets of materials for possible reuse. There was also a lot of “I was wondering where that was!” comments as we sorted through the material. We will continue to press this effort! In addition, an ambitious reorganization of the Tool Room area has been started.

*Central Tool Room after painting and shadow boarding*See *Lean*, pg 6



One of the Electrical Shop storage areas ready for the 6S treatment



The same area after the first round of 6S

Lean, cont. from pg 5

The goal is to centrally locate all materials in one area, get it organized logically, and make an easy system for identifying items for reordering. We will revisit this area when it's complete.

DRYDOCK SHOP 6S: At the request of Mike Carman, training on the first four of the 6S's was provided to the Drydock Shop personnel. They then turned their efforts to cleaning up the shop and made great headway for this first effort. In addition, ideas of a better layout for equipment from both a work flow and safety standpoint were discussed and will be put in place.

What about your shop? 6S efforts are springing up in a number of locations around the Yard. If your shop isn't one of them, why not get on board! We can provide training, coaching, and hands-on assistance on short notice to help kick off your efforts!

**THINK
LEAN!**

Chaplain, cont from pg 4

teach our young people to believe in the responsibility of one to another; their responsibility to God; to the peoples of the world. Teach them to believe in themselves, to believe in their worth as human beings, to believe in their place in leading the world out of the darkness of oppression.... Teach them to believe in the priceless heritage of freedom, and that it must be won anew by every generation. And teach them to believe in the United States of America. The hope of the world lies here, in our physical power, our moral strength, our integrity, and our willingness to assume the responsibilities that history plainly intends us to bear."

The challenge for us all is to take our freedom seriously. We must take the responsibility that history has clearly given us to be a "light in the world of darkness" and to lead with moral strength so that freedom can ring throughout our world. Freedom does not need a silent partner, but one that will step in and do what is morally and ethically right.

In closing, we need to take seriously the price that has been paid and will be paid for freedom that is the life of our fellow countrymen. And let us never forget that if we would look to our core values of Honor, Respect and Devotion to duty and instill them into our heart, then Freedom will ring loud and clear.

The Chapel is currently holding Chapel services every third drill weekend of the month at 0745. For further information, please contact Chaplain Jacobson, 410-636-7715

...From the Safety Desk

By Roger Taylor, Quality & Safety Manager

Most people, who know me, know that I do not have the best luck when it comes to vehicles. This month's story in the Safety Corner is, once again, something from my personal experience.

Last month while driving on my way to work on East bound I-70 at approx. 65mph, my truck began to "wobble" slightly. As soon as I noticed this, I let off of the gas and began to steer to the shoulder. As I started moving to the right, the driver's side rear wheel came off of my truck. The truck sank at the back left end, and a rooster tail of sparks was flying behind my vehicle. Needless to say, my nerves were shaking as there were several tractor trailers behind me and steering the vehicle without a wheel was difficult. Once safely to the shoulder, I had inspected my truck wheel, or should I say axle, and I began to thank the stars above I didn't get hurt and my tire, which eventually ended up in a different county, didn't collide with another vehicle creating an accident. A brake job had just been completed a week before and evidence indicated the lug nuts had been over-torqued, creating a stripped stud scenario, eventually allowing enough play to damage the remaining studs and backing off the lug nuts in short succession.

Although no one was hurt with the above incident, this should have been avoided. I always use to think my main concern when driving was other people, but my recent experience has made me take a different look at the many concerns of driving.

According to statistics provided by the Joint Armed Forces (NAVOSH report 2007), traffic mishaps are the leading cause of injury, illness, and fatalities for the military. Most of the time, these incidents occur on interstates, local highways, as well as the streets and roads we use every day.

Traffic Safety encompasses many factors; including obeying the speed

limit, observing the posted signs, wearing your restraint systems, maintaining your vehicle, wearing the proper personal protective equipment, and being a defensive driver.

Simply "watching out" for the other guy isn't enough to ensure your safety on the road. Paying attention to your surroundings, while driving, is one the most important safety steps that can be taken. Distractions need to be avoided while operating a motor vehicle, such as, to mention a few, combing your hair, eating a sandwich, talking on a cell phone, etc. Wearing your seat belt and ensuring those in the car with you have theirs on are vital. Securing loose items within your vehicle can prevent accidents. A loose soda can or water bottle could get lodged under your brake pedal or accelerator or become a missile in the event of an unexpected stop or collision. Make sure your vehicle is being properly maintained. Air pressure in your tires can change the way your vehicle handles, poor braking systems cause many accidents, and if your "check engine" light comes on, check your engine. It is better to fix the problem when you know about it

than have something fail while you are traveling.

Other factors with traffic safety such as fatigue can contribute to accidents. When feeling exhausted or tired, take a break. It is better to get where you are going late than to end up in a hospital or morgue.

Many of the hazards and behaviors listed above can be controlled and managed by you, but please be aware there are many people currently on our roads today that are not managing these issues; therefore, traffic risks remains. We need to do our part and minimize the risk. Some accidents may be unavoidable, but ensuring your safety is not.

Maintaining your vehicle, following traffic laws, wearing your seat belt, securing loose items, and paying attention to what you are doing while operating a motor vehicle will greatly minimize your risk while you are on the road. In the unfortunate event you are involved in an accident, following the above guidelines will most likely minimize personal injury to you and those who travel with you.

Be Smart, Be Careful, Be Safe.

Earth Day 2008!



The Yard campus celebrated the 38th anniversary of Earth Day on Friday, April 18th – a day of national environmental recognition to protect the global environment. Over 200 volunteers joined in planting flowers, cleaning streets, removing submerged debris in Arundel Cove, erecting/painting feral cat habitats, and planting commemorative trees. "Make Every Day Earth Day!"
(Photo courtesy of PA3 Ayla Stevens)

Memorial Day 2008

The Baltimore Area Coast Guard Commands held their annual Memorial Day Service on Friday, May 23rd. Gathering at the Veteran's Monument on the Yard's parade ground, attendees paid tribute to those members of the Armed Forces who have served in Operation Iraqi Freedom.

To recognize the fifth anniversary of the conflict, three Yard civilian employees who served or were in direct support of operations in Iraq and Afghanistan were guest speakers for the ceremony. They represented those who have gone before them and those who will follow them in the fight for

freedom and against global terrorism in the Middle East.

Sandra Pashley, Ordnance Equipment Worker, Yard Ordnance Shop, is a Master Sergeant in the Maryland Air National Guard. Specializing in the A-10 aircraft ammunition system, she served on active duty with the United States Air Force from August 2007 to March 2008. She worked on the A-10 and F-16 airplanes in both Iraq and Afghanistan.

Alvin Kuhn, Sheetmetal Joiner Worker, Yard Structural Group, is a Petty Officer Second Class in the United States Navy and served on

active duty from March 2007 to March 2008. Kuhn served as a small craft coxswain, engineer and gunner with a rapidly deployable armed combat patrol in the Middle East.

Robert Jacobs is a Marine Machinery Mechanic Supervisor in the Yard's Mechanical Group. He is a Master Sergeant in the U.S. Army Reserve. Serving on active duty from May 2005 to January 2008, Jacobs was a Senior Drill Sergeant at the U.S. Army Garrison Fort Leonard Wood, Missouri. Although he was not on overseas duty, Jacobs was responsible for training over 1000 soldiers for the war effort. Ten of those soldiers he trained fought valiantly in Operation Iraqi Freedom, but lost their lives in the line of duty.

Captain Kaplan provided closing remarks for the Memorial Day observance. He commented about the ceremony's guest speakers, "We honor these members of the Yard family on this Memorial Day. They and all who served with them are our heroes."

The Memorial Day Service concluded with the traditional wreath laying in the Veterans Memorial Garden, a 21-gun salute, taps, and distribution of "buddy poppies." The day's program honored all those soldiers, sailors, airmen, and Coast Guard men and women who have given their lives in defense of freedom since the first Memorial Day observance 140 years ago.



Captain Kaplan (center left) is joined by Master Sergeant Robert Jacobs (left), Master Sergeant Sandra Pashley (center right) and Petty Officer Second Class Alvin Kuhn (right) at the 2008 Baltimore Area Coast Guard Command Memorial Day Service.

The Yard Quality Management System and YOU!

By Rory Downey, Quality Assurance Team Leader

As I walk through the shops performing Quality Inspections, I see more and more new faces. The Yard just graduated its first trades training class in 12 years, and we have two more classes in line with our next wave of graduates. It's an absolute pleasure to walk around the Yard and see these fresh new faces working side by side with our senior mechanics, having many years of quality craftsmanship under their belt. There seems to be a "passing of the guard" taking

place at the Yard right now. Our most senior mechanics are retiring at an ever increasing pace. New employees being hired at the Yard are being given an opportunity to learn craftsmanship techniques from the highest skilled mechanics the federal government has to offer. In addition to learning trade skills from senior Yard mechanics, new Yard employees also inherit the responsibility of upholding the reputation of "excellence in craftsmanship" provided to the fleet.

As a member of the Quality Management Office, I'm tasked with sending out "Annual Customer Surveys" to our customers. These surveys provide feedback from customers that allow the Yard to make continual improvements to our Quality Management System (QMS) along with meeting customer requirements in a safe, timely manner. Even though we perform work on Coast Guard vessels which are governed by Maintenance Logistics Command Atlantic

See **Quality**, pg 9

Military Spouses Appreciation Day

President Bush Honors Former Yard Employee

In a ceremony held on the South Lawn of the White House on May 6th, President Bush honored six military spouses of members of the Armed Forces who are recipients of the President's 2008 Volunteer Service

Award. Ramona Vazquez, former Yard Fiscal Department Administrative Assistant and current Procurement Agent in the Engineering Logistics Center, was selected for recognition by the President and publicly recognized at the White House ceremony.



Ramona Vazquez is the wife of MKC Edward Vazquez currently stationed on board the Coast Guard Cutter VIGOROUS. She is the President of the Baltimore Area Coast Guard Spouses Association that, under her leadership, has operated "Nate's Open Door Baby Pantry" for the past three years. The project offers free diapers, formula, clothes and toys to members of the Baltimore area Coast Guard military and civilian communities. In addition, Ramona maintains a website for Coast Guard families reporting aboard in Baltimore and was the U.S. Coast Guard 2006 Civilian of the Year.

In the photo at left, Ramona (center) listens with sincere appreciation when President Bush (right at podium) comments, "Ramona, America is proud of you, and I am proud of you." (Photo courtesy of Edward J. Vazquez)

Asian-Pacific, cont from pg 3

Additional festivities of the day's celebration included ethnic dance performances and exotic food samplings from Asia and the Pacific Island countries.



Korean traditional fan dance at the Baltimore Area Coast Guard Commands' 2008 Asian Pacific American Heritage Month Celebration

QUALITY, cont. from pg 8

and Pacific, we also have other customers such as Engineering Logistics Command (ELC), Legacy Sustainment Support Unit (LSSU), Naval Engineering Support Unit (NESU), (TISCOM), and (C-2CEN) that we receive customer feedback from. As I read surveys received back from our customers, one common theme is apparent in all surveys, the Yard consistently receives high ratings for craftsmanship.

Part of achieving a quality product is having a thriving Quality Management System (QMS) that we currently have at the Yard. Hopefully by now, all new employees are aware the Yard's QMS is based on the ISO 9001:2000 standard. The Yard has been ISO 9001 certified since August 10, 1995 and was actively maintaining a QMS well before obtaining the ISO 9001 certification.

The Yard's QMS focuses on meeting customer's requirements and continual improvement. This requires a commitment by all Yard employees to correctly perform their assigned tasks and to identify and report any problem areas to their supervisors. As with most things in life, communication is the main focus for a successful QMS. Without a clear understanding of the customer's requirements obtained through communications, it is impossible to successfully meet those requirements. By identifying areas for improvement and/or problem areas, the Yard can improve the process and perform the required task more efficiently and effectively.

Another main focus of the QMS is to "do it right the first time". Rework resulting from poor craftsmanship potentially adds additional time to the schedule and cost to the project. Key areas of concern for our customers are consistency associated with cost and schedule. Happy customers promote repeat customers, resulting in continued work for the Yard.

It is every employee's responsibility at the Yard to be conscious of the

See **Quality**, pg 10

**2008 Coast Guard Day Picnic
Celebrating the 218th Birthday of the U.S. Coast Guard**



**Saturday, August 2nd
1 p.m. to 5 p.m.
Grove
Purchase Tickets at Gym
410-636-7494**

(Cartoon reprinted from Yard Picnic Program, August 4, 1944)

QUALITY, cont. from pg 9

work being performed. We need to ensure that we are following the established procedures and identify areas where the procedures may need additional clarification. It is necessary to clearly understand the customer's requirements. If not understood, one may never know if the requirements were met and correctly performed. It is also important to identify areas of rework, waste/damage, and prevent it from reoccurring. The benefit of the Yard having a robust Quality Management System is that the customers consistently receive a quality product and have confidence in the Yard as a supplier. It is important for all Yard employees to pay attention to detail and take pride in their work.

**Department of Homeland Security
U.S. Coast Guard Yard**

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