

# Team Recognized for Win-W

By Ann Jensis-Dale  
DCMA Public Affairs

**D**efense Contract Management Agency Navy Special Emphasis Operation's South Philadelphia Oversight Team recently won the DCMA team performance award for their dedicated work with a local Philadelphia contractor, Derbyshire Machine & Tool Co., an experienced supplier of Naval critical safety item program equipment, including nuclear plant material and level one/Submarine Safety Certification Program — SUBSAFE — equipment.

Derbyshire provides a variety of products for the U.S. Navy and commercial marine use. The company has been a Navy critical supplier supporting fleet readiness for more than 100 years. The Navy uses Derbyshire valves and valve systems in numerous shipboard applications, including evacuating water from flooded compartments, transferring fuel and ballast and nuclear plant operations.



Navy Seaman Randall Tilton mans the Navy Jack during the commissioning ceremony for the Virginia-class attack submarine USS *New Hampshire* (SSN 778) at Portsmouth Naval Shipyard Oct. 25, 2008. More than 3,500 people were in attendance at the ceremony, held at the Navy's first shipyard. (U.S. Navy photo by Jeremy Lambert)

DCMA NSEO received notice in 2006 from the level one receipt inspection activity at Portsmouth Naval Shipyard in Portsmouth, N.H., citing increases in quality rejects and nonconformities for Derbyshire products. Chuck

Palmer, NSEO team lead, and his supervisor, Walt Pawlusik, NSEO group leader, discussed a plan of action to assist Derbyshire with improving its product quality. "We set a goal to improve performance and reduce quality escapes by 25 percent, which directly ties into the NSEO's nuclear plant material and level one/SUBSAFE performance commitments," said Palmer.

Pawlusik and Palmer's first step was consulting NSEO quality assurance representatives with manufacturing oversight expertise

**"We set a goal to improve performance and reduce quality escapes by 25 percent, which directly ties into the NSEO's nuclear plant material and level one/SUBSAFE performance commitments."**

**— Chuck Palmer**

# Win Results

for products similar to those produced by Derbyshire. NSEO detailed personnel to Derbyshire at various times over an 18-month period to assist with this project. “This opened the door for enhanced communications between Derbyshire, DCMA NSEO and our U.S. Navy customers, resulting in more issues being identified through additional quality data evaluations and process oversight,” said Pawlusik.

“We all knew that Derbyshire was an important part of the procurement system for the Navy. We also knew that to turn Derbyshire around, it was going to take a true team effort between the U.S. Navy’s Naval Sea Systems Command, DCMA NSEO, Naval Inventory Control Point, Mechanicsburg, Pa., and, of course, Derbyshire,” Palmer stated.

The team agreed to perform a quality performance evaluation of

Derbyshire in September 2007. The QPE assessed Derbyshire’s effectiveness, quality performance and compliance with ISO 9001:2000 and the contract requirements of Navy nuclear plant material and level one/SUBSAFE programs. The QPE’s results were unsatisfactory with seven major findings, 47 nonconformities and five observations. Derbyshire did not meet ISO 9001:2000. “We had a critical Navy supplier struggling to comply with complex

Line handlers from Portsmouth Naval Shipyard heave the lines to secure the *Virginia*-class attack submarine USS *New Hampshire* (SSN 778) to the pier Oct. 19, 2008. *New Hampshire* is the fifth submarine in the *Virginia* class, the first major U.S. Navy combatant vessel class designed with the post-Cold War security environment in mind. (U.S. Navy photo by Quartermaster 1st Class Frank Bedell)



“Under the leadership of Charlie Palmer, DCMA helped Derbyshire work through and adjudicate many of their systemic quality issues, while providing added assurance that NAVICP is receiving good products based on DCMA’s enhanced oversight and performance of increased inspections.”

— Dan Homan and Doug Callihan

manufacturing and quality requirements,” said Palmer.

Derbyshire was surprised at the QPE findings but was willing to work with the team to plan and implement corrective actions. Again, communication was the key component between NSEO, Derbyshire and DCMA’s U.S. Navy customers.

One significant finding involved Derbyshire’s measurement of the threads on valve connection points. The company was incorrectly interpreting the specifications and did not have the proper gauges to perform the inspections. “The NSEO team chaired a meeting with a representative of the Navy’s technical representative for fasteners, NAVICP Mechanicsburg, Naval Sea Systems Command and Derbyshire, resulting in clarifying the thread specification requirements, re-engineering the thread inspection process and replacing 35 percent of existing Derbyshire gauges and the purchasing of new gauges,” said Palmer.

The NSEO team held weekly and sometimes daily quality management meetings with Derbyshire to provide guidance

and clarification on the QPE findings. These meetings also provided information on ways to evaluate their manufacturing processes utilizing causal mapping and root-cause analysis to develop solutions for improving their manufacturing production flow.

Through this effort, the NSEO team convinced Derbyshire to implement significant changes in their quality program early last year. By June, Derbyshire received certification as an ISO9001:2000-compliant facility and reduced the number of product quality deficiency reports by 50 percent, exceeding NSEO’s

performance commitments. A QPE final report stating all required follow-up actions were complete was issued in November 2008 by NAVICP Mechanicsburg.

The NAVICP Mechanicsburg Directors, Dan Hohman, nuclear plant material group, and Doug Callihan, level one/SUBSAFE group, offered their praise in the QPE final report: “Doug Callihan and I would like to recognize the outstanding efforts by the current DCMA team (Charlie Palmer, Rob Mannix and Bob Walker) that works with Derbyshire on a daily basis. Under the leadership of Charlie Palmer, DCMA helped Derbyshire work through and adjudicate many of their systemic quality issues, while providing added assurance that NAVICP is receiving good products based on DCMA’s enhanced oversight and performance of increased inspections. Again, thanks for a job well done by DCMA!”



A view of the Portsmouth Naval Shipyard in Portsmouth, N.H. DCMA Navy Special Emphasis Operations received notice in 2006 from the level one receipt inspection activity at Portsmouth Naval Shipyard, citing increases in quality rejects and nonconformities for Derbyshire products. DCMA helped Derbyshire work through and adjudicate many of their systemic quality issues, while providing added assurance that NAVICP is receiving good products. (Photo courtesy of istockphoto.com)