

Raising the Bar in Quality

With the addition of a Zeiss Eclipse 2828 CMM

The requirements of the Aerospace and Medical world have become more strict each year. To stay ahead of the curve involves not only bringing on the best CNC Machinery but also the highest quality inspection equipment.

To meet our customers demands Litron has added a Zeiss Eclipse 2828 CMM which utilizes Zeiss's RDS Dynamic Rotation and VAST XXT sensor technology. This fully programmable machine gives our inspection team precision CMM scanning functionality, allowing for increased inspection efficiency while improving our measurement capabilities.

As part of the new CMM addition, Litron is also growing our quality engineering support for aerospace manufacturing. Over the coming months, the Litron team will be bringing on-line additional statistical process control practices for the machine shop floor.



Department Profile

Frank Serrano - Quality Engineer

Frank joins Litron as a quality engineer with 14 years of experience and educational background in Advanced GD&T, Machine Technology, and Reverse Engineering from Asnuntuck Technical Community College & STCC.



"My manufacturing and quality background are perfect for the QE role at Litron, and I am excited for the opportunity to play a critical role within the business." says Frank Serrano, Quality Engineer.

The Litron team would like to welcome Frank to the company.



Waves of Change

What's going on at Litron?

- Chris Corradino is getting his first taste of Six Sigma. He received his yellow belt at the end of May 2015. Chris now will be working towards his Green Belt in Six Sigma which should be complete by the end of the year 2015.
- Bob Kobak is currently taking a refresher course in Lean Manufacturing and will get his Yellow Belt in Six Sigma by the end of the year 2015.
- The new Zeiss CMM has been installed and the quality team has been utilizing it more and more each day and expanding upon the statistical measurements of the shop floor. See main spotlight.
- Frank Serrano, Quality Engineer, was hired to work in the Aerospace division quality department. See department profile.

Marketing Review by Western New England University

A review of Litron's Marketing Initiatives & Customer Satisfaction

As part of their final project, five seniors from the school of business at Western New England University used Litron and our customer base to conduct a marketing research study. The students, H. Stewksbury, S. Sedgewick, T. Cowin, C. Burke and A Canales spent many weeks/months working with Litron and their customers to do an in depth analysis of the factors that impact Litron's marketing and business efforts.

The study looked into a variety of areas that pertain to Litron, such as customer satisfaction of quality, customer satisfaction of delivery, customer satisfaction of pricing, importance of the Litron website to customers, impactfulness of the newsletter to customers, etc. In addition to researching these items individually to understand the customers overall "rating" of Litron, the students also analyzed the correlation among these items to see if one or more of these key areas impacted their decision to use Litron in their future production needs.

The seventy (70) page report and study helped to show us at Litron that everything we do from acquisition of new customers, retention of existing customers to quoting, production, delivery and quality are all interrelated and have an impact on our customers overall decision making process when deciding to utilize Litron's products and services. We now also have an in-depth understanding of which factors are more closely related and have a greater impact on decision making process.

We will continue to read through the report to see where we can implement new and/or improved methods to better serve our customers. Over the coming weeks and months we will utilize the information to help us maintain our existing customers satisfaction with our services and to help grow our customer base.

Litron would like to take some time to thank all of our customers that participated in the surveys that the students sent out. Your honest and thoughtful feedback helped to make their report thorough and impactful for both them and Litron as an organization. We appreciate you taking time out of your already busy days to participate in their research.

In addition we would also like to thank the Western New England University students for choosing Litron to be their research focus. Your professional and systematic approach and thorough analysis have provided us with a valuable resource for future marketing efforts and overall business strategy. We wish you the best of luck in your future endeavours and congratulations on your graduation.

