

QUALITY LEADERSHIP 100

This year's *Quality Leadership 100* runs the gamut from manufacturers in the automotive industry to the aerospace industry to the defense and science industries and just about every industry in between.

Those involved in quality know it is not someone else's responsibility—quality is everyone's responsibility. This is evident in this year's top company, Brembo North America (Homer, MI).

According to Dan Sandberg, president and CEO of Brembo North America, all 400 employees are dedicated to quality. "We have a very, very strong dedication to quality. We make a safety component, so in order to do

For this year's top companies, quality is everyone's responsibility. **BY QUALITY STAFF**

that, you have to have the entire company really focused on quality."

For some companies, scrap and rework, which adds to the cost of a product, is not an option. "Our mission statement is basically do it right the first time and do it on time at a competitive price," says Mike Trimble, vice president of operations at Heat Treating Inc. (Springfield, OH), this year's number five company. "That lays out everything we aim for in our quality levels. We can [supply our products] on time because we don't have to rework a

product. We can maintain a competitive process for the same reason."

It is this type of dedication that drives the companies in this year's *Quality Leadership 100*.



Editor's note: Listen to the audio interviews with management from some of the top Quality Leadership 100 companies on Q-Cast Podcasts at www.qualitymag.com.

SURVEY CRITERIA

More than 400 manufacturers participating in the *Quality Leadership 100* were surveyed on criteria such as scrap and rework as a percentage of sales, warranty costs as a percentage of sales, rejected parts per million shipped and contribution of quality to profitability and shareholder value.

Companies also were evaluated based on the number of quality programs in place; registration to various standards; percentage of employees dedicated to quality responsibilities; average number of hours monthly that employees receive quality training; and the role quality professionals play in the acquisition of test, measurement and inspection tools, software and services.

| QUALITY MANAGEMENT |

RANK	COMPANY	LOCATION	WEB SITE
61	Eaton Corp.	Cleveland, OH	www.eaton.com
62	Newman Technology South Carolina	Aiken, SC	newmantech.com
63	Braun Industries	Van Wert, OH	www.braunambulances.com
64	Heckethorn Products Inc.	Dyersburg, TN	www.hecomfg.com
65	Mitutoyo America Corp.	Aurora, IL	www.mitutoyo.com
66	RSR Technologies Inc.	Dallas, TX	
67	Dowco	Manitowoc, WI	www.dowco-inc.com
68	Snap-Tite	Erie, PA	www.snap-tite.com
69	Pittsburgh Glass Works	Pittsburgh, PA	www.pgwglass.com
70	Ford Motor Co.	Dearborn, MI	www.ford.com
71	Aluminum Extruded Shapes	Cincinnati, OH	www.alum-ext.com
72	Intel	Santa Clara, CA	www.intel.com
73	BAE Systems	Brea, CA	www.baesystems.com
74	Johnson and Hoffman LLC	Carle Place, NY	www.johnsonhoffman.com
75	Plexus	Neenah, WI	www.plexus.com
76	PATS Aircraft LLC	Georgetown, DE	www.decraneaerospace.com
77	Akron Systems	Allentown, PA	www.akrionsystems.com
78	Cummins	Columbus, IN	www.cummins.com
79	Dart Controls Inc.	Zionsville, IN	www.dartcontrols.com
80	OrthoHelix Surgical Designs	Medina, OH	www.orthohelix.com