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MAKING A GOOD THING BETTER: ADDING TQM TO PARTICIPATIVE MANAGEMENT

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How do you take a successful participative management organization and enhance the philosophy? This participative session will discuss the initial philosophy of Rohr Industries at the Foley, Alabama facility and the approach taken to implement TOM tools into the organization. Discussion will include the challenges and the successes of this endeavor and the vision for future efforts.

COMPANY PROFILE

Rohr Industries, Inc. is a major aerospace corporation specializing in the manufacture of engine nacelles for all major airframe builders in the United States and Europe. Rohr, Foley was established in 1983 as the Corporation's first participative management facility. The 600-employee facility continues to advance and improve in quality, customer service, process improvement and employee quality of life. Their emphasis lies in teamwork, employee involvement and the concept that all members of the team share responsibility for the success of the Company.

PERSONAL DESCRIPTION

Twila D. Murfin began her career with Rohr, Foley when the facility began in 1983 and has held positions in Industrial Engineering, Manufacturing Engineering and Human Resources. In 1989, she began guiding the implementation of TOM at the facility. She received her BS Industrial Engineering from Auburn University and is currently pursuing her Masters in Industrial/Organizational Psychology at the University of West Florida.