

PROLINES

Summer 2008

The Newsletter for the Professional Builder

QUALITY MANAGEMENT SYSTEM

The Truss Division as a member of the Western Wood Truss Association of Alberta (wwta.ab.ca), has always shared their commitment to setting a uniform standard of excellence for the industry and its partners through developing Quality Assurance Programs, a Code of Standard Practice and providing training to industrial employees and related trades and officials. We are excited to announce that we have been chosen as a Beta site for their most recent Quality Management System which is based on the ISO 9001: 2001 Standard. The benefits of the system include;

- Improved consistency and a higher level of customer confidence in products and service
- Improved customer perception and satisfaction levels
- Increased recognition and credibility with architects and structural engineers
- Improved productivity and efficiency
- Improved communication and job satisfaction



The Quality Management System focuses on customer requirements and satisfaction throughout the design fabrication, production and delivery of our engineered roof trusses. Some of the key processes are made visible on the production floor so they can be refined and improved upon to best meet the needs of the customer. We have been a member of the WWTA since 1985 and in addition have worked under their auspices to earn our Certificate of Recognition, (COR) in safety. Although 88% of all Alberta fabricators are members of the WWTA you should be concerned in terms of both production quality and



safe operation when looking at not only your Roof Truss provider, but also the Floor Systems and building material Supplier.

CELL PHONE POLICY

The Safe DE Team, our health & safety committee, has recently conducted a hazard assessment regarding the use of cellular telephones while driving a motor vehicle and engaged in a workplace setting. The Occupational Health & Safety Legislation states that employers are to do everything they reasonably can to protect the health & safety of its' workers. Part 2 Section 9 (1) determines; "if an existing or potential hazard to workers is identified during a hazard assessment, an employer must take measures in accordance with this section to eliminate the hazard or if elimination is not reasonably practicable, control the hazard". It has been researched that drivers who use cell phones while their vehicle is in motion are at four or more times the risk of being involved in a crash than non callers. Have you had experience with a driver whose driving seemed erratic or inattentive? Then you discover that their attention is focused on a phone conversation. It is possible that driver could have even been you and you were unaware of this occurrence. We have therefore developed the following Cell Phone Policy;



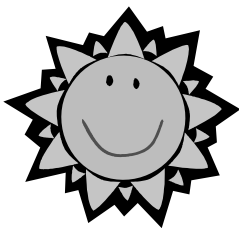
The use of cell phones or other like wireless communication devices is prohibited while operating a company vehicle or operating a personal vehicle while on company business.

There are several options available to you if you are attempting to reach a D&E employee that may be on the road and unable to take your call. Message centers will be provided and it is likely that the individual will be checking the messages within an hour. You can phone any of our locations and our desk staff should be able to assist you. We believe that for the small inconvenience of a few minutes delay that this policy may sometimes cause; the safety of our employees and the general public is a greater concern. If you have any questions or concerns regarding this policy or any safety matter, please email them to: safetydirector@delumber.com.

POPPAS GOT A BRAND NEW BAG

In the past we have shipped our 24" INSULATION STOPS in a 40" x 60" plastic bag. We have also been sending to the job sites printed literature in the form of our Roof Truss & Engineered Floor Layouts in a 10" x 16" plastic bag. We have also seen some of the plastic bags blowing around the new construction areas of our city and realize that the bags will biodegrade, somewhere, in the next couple of decades. Several municipalities and even some countries have banned the use of the plastic shopping bag and this trend will only continue. We have decided, as part of our environmental commitment, to discontinue the use of those plastic bags that do not easily degrade. This includes all bags used for shipping both product and literature. For the Insulation Stops that are sent out with the roofing package, you might request that the framers or job supervisors keep the Insulation Stops covered and dry until they are required during the roofing stage of construction. It is usually only a heavy rainstorm on an exposed bundle that can damage the stops before they are installed. In this case, due to the large size of bag, the best bag is none at all.

In the case of roof or floor layouts, we will be shipping them in an environmentally friendlier biodegradable bag. Most of the things that come from Davidson Enman Lumber are made to last, but not this bag.



HOLIDAYS

We will be closed Monday August 4 and
Monday Sept. 1, 2008.
in celebration of Heritage and Labour Days.

And just a reminder, we are no longer open on Saturdays.



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