

**Tiffany T. Sundelin**

Quality Control Engineering

Moog, Inc. Aircraft Group

2268 S. 3270 W. Salt Lake City, UT 84119.

(801) 978-4695

TSundelin@slc.moog.com

My first experience flying on an airplane occurred when I was 16 years old. At the time I thought it was one of the most awful events of my life. I was terribly sick and my face was a shade of green when I finally stepped off the plane. I quickly decided that I did not like airplanes. I certainly never thought then that I would eventually be involved in making airplanes, but here I am and I can honestly say that I love my job.

I am a Quality Control Engineer. That is a technical way of saying that I monitor the procedure used to make parts for airplanes, missiles, and rockets. My job is to make sure the parts we produce meet certain specifications so that they function properly in flight.

The method I use to monitor these parts is called Statistical Process Control or SPC. SPC uses charts, graphs, and other forms of data to gather information about the parts we make. My job entails looking at the charts and analyzing the information. Sometimes the information I gather just assures me that the way we make parts is the most efficient and effective. That is to say that all of the elements like tools, metal materials, and machines that are involved in manufacturing a part are functioning properly. This way I know that the parts will perform in precisely the way they were designed.

Other times, however, the data analysis helps me to identify a problem in the procedure and then the real fun begins. When I find a problem I run tests and do experiments to determine what is causing the error. Some of the tests I use include control charts, correlation comparisons, process capability studies, time series charts and design of experiments. Each of these tests shows me something different about the data and helps me narrow down the possible causes. Generally, the problem is simple, like when a drill breaks and has to be replaced. However, the situations I enjoy the most are when the problem is not quite as easy to see. I like investigating the cause and always find the results interesting. Granted, it takes a lot more work to find hidden problems but I feel a great sense of satisfaction and accomplishment when my efforts return a solution.

When I was younger and thought about what I would be when I grew up, I will admit it had nothing to do with engineering. I took four years of advanced math and science classes in high school but never thought that I would end up in a related field. The one thing that I did know about my future was that I wanted to work with and help people and I wanted my job to be challenging. I attended college at Brigham Young University where I took a basic statistics class. I found that statistics used more reasoning and logic skills than the mathematics courses I had previously taken. The more I did statistics, the more I liked the "alternative" application of mathematics that it provided. I especially liked being able to use a lot of data and a little common sense to figure out problems. I graduated with a Bachelor of Science in Statistics. Following graduation I was able to find the perfect use for my skill in the aerospace industry. Currently I am applying to an

MBA program at the University of Utah and am anxious to learn and apply other problem solving skills.

After all the years of schooling and hard work I can say that it was all worth it. It was a great opportunity and blessing to gain an education. I even found a job doing exactly what I hoped to do! My job is exhilarating and challenging each day. I believe my work helps people by ensuring their safety. I take pride in the work that I do and I feel like I make a difference.