

KOGA REPORT

We dig . . . Hawaii!

Volume 13, Number 2, April 2002



The Newsletter of Koga Engineering & Construction, Inc.

Keeping Up With Mal



This coming weekend, we will be having our annual management seminar for the key leaders in our organization. So by the time you receive this newsletter, the event will be all *pau*. We're hoping that it goes well as planned. We have some great seminar leaders and facilitators in the name of Ms. Heipua Kaopua and Mr. Karl Haushalter,

names that we are all familiar with from past sessions.

It's also a time when all of our managers and front line supervisors can eyeball each other and discuss issues, face to face. All of our island staff has been invited, so we will have people from Kauai, Kona and Hilo in addition to our Oahu gang. It's also a time

for us to socialize and bond which is only done at one other occasion, our annual Christmas Party. We hope to reinforce the principles of Deming and teamwork and to sharpen the management tools of the trade. When things are going well, it's very easy to fall into a false sense of security. Wrong! And we hope to make it known that we must stay focused on what contributed to our success and failures and to be aware to expect the unexpected to happen.

The families of our employees have also been invited to attend and to take advantage of the excellent facilities at the Waikiki Marriott and surrounding attractions such as Kuhio Beach, the Zoo and Aquarium. Staying in the heart of Waikiki should be a treat for all of us. How often do we act like tourists? You might say that this is our way of contributing to help out the tourist industry in their times of need after the setback in tourism after 9/11.

So with all of the above in our favor, how can anything go wrong? That's it from Waikiki and keeping up with Mal.



From "Da Boss"

By Glenn Nohara

In 1993 Koga Engineering started to learn the Deming Management Method. It took four years for the company to transform into one that incorporates Deming's theory

into its culture. With our Management / Foremen / Staff retreat on April 20 focusing on Deming, now is a good time to review some of the highlights of what we learned.

Deming's Theory of Profound Knowledge

- 1. Appreciation for a System.** You will only get what the system will deliver. 94% of troubles and possibilities for improvement belong to the system. Systems are management's responsibility – management needs to work on and ahead of a company's systems (not in them).
- 2. Theory of Variation.** Variation happens – it is the voice of the system or process. Use statistics to make the invisible visible – show patterns and types of variation. Must distinguish between special and common causes.

- 3. Theory of Knowledge.** Knowledge is relative. Management is prediction, rational prediction. Learning – Plan Act Study (PAS) cycle.
- 4. Psychology.** People want to do a good job – contribute – have pride and joy in their work. Need to tap into intrinsic motivation (self-esteem, dignity and desire to learn). Must recognize differences in people and use such differences to optimize. Must drive out fear by building trust.

Seven Quality Tools

1. Flow Charts
2. Cause and Effect Diagrams (Fishbone or Ishikawa Diagram)
3. Pareto Charts
4. Scatter Diagrams
5. Check Sheets
6. Run Charts
7. Control Charts

At our retreat we will increase our understanding of Deming's theory and re-sharpen our tools to take us to the next level. Optimization is a journey that never ends.

KOGA REPORT			
GLENN NOHARA - EDITOR-IN-CHIEF			
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News From Kaua'i

by: Andy Ragasa



The last time I actually sat down to write an article for the **KOGA REPORT** a man named Bush just started to take residency in the Oval Office, 911 was only a number to dial in the event of an emergency, Koga's Sand Island office operated out of trailers and converted homes, Kaua'i was only an illusion for Russell, Garrett and Alvin, yours truly had never broken

a bone in his body, and no brains were exploding due to work overload!! In one year's time, many changes have occurred. Fortunately, the brain is still intact, and Koga Engineering is still holding its own here on Kaua'i, although nearly one-half our work force is temporarily assigned to work on the Big Island. Mahalo to Kyle and the rest of the Big Island Ohana for accommodating and welcoming the Kaua'i Boys!

Projects nearing completion here on Kaua'i include Villas on the Prince and the Main Police Facility, both with Shioi Construction. Ongoing projects include the Marriott Waiohai with Unlimited Construction and Kaumuali'i Highway Resurfacing with Jas. Glover.

Projects on the backlog include Kapa'a Homesteads Well (D.O.W.), Lydgate Park Bike & Pedestrian Path (Kaua'i Builders), West Kaua'i Tech Center (Unlimited) and Ho'olako Road Ductline (C.O.K.). We are also pleased to report that plans have begun to construct our new office building in Puihi. Stay tuned for further developments from our Building "K" team.

The Contractors Association of Kaua'i (C.A.K.) held its 10th Annual Building and Remodeling Expo this past March 15-16. Koga Engineering again had the honor of presenting the Best In Show award and perpetual plaque at this year's event. Congratulations to No Ka Oi Plants for capturing this award! Mahalo to all who contributed in making this year's expo a successful one.

Mahalo to our employees who continue to commute from island to island. Your efforts don't go unnoticed and you are commended for the sacrifices you make and your dedication and commitment to *The Koga Way!*. Keep up the good work....until next time, **'a hui hou malama pono.....**

Marriott Waiohai Project with Unlimited Construction/Maryl.



News from the Big Island

By Alvin Fujioka



"Hauoli Makahiki Hou! E aloha oukou a pau loa" from the desert climate of Kona. As I have become accustomed to writing these articles from overseas, the question is "where will I find myself next?" From the "hope no rainout" climate of Kauai to the "when we going get some rain" cloudless skies of Kona, I bring to you my third (consecutive) article.

The Kauai Boys are on the Big Island to contribute their expertise and supplement the manpower demand on the various ongoing projects. The Kona projects headed by Kyle "Big Daddy" Sakaitani include the Hualalai Town Homes Phase II, Hualalai Clubhouse Loop Road, Home Depot Kona, and Kealakehe High School Phase II. The Hilo projects headed by Hye Jin Warren include UHH Classroom/Office Building (almost completed) and Kamehameha School East Hawaii Campus II. Awaiting project startup on the Kona side is the Kona Wharf Improvements. Heading the contingent from Kauai is Presley "I worry" Wann, Kip "Okinawan and not Haole" Furugensen, Derek "You betcha"

Kealakehe High School Increment 4 with Dick Pacific Construction.



Hualalai Parcels 2 & 4 Project for Hualalai Development Co. and ConTech Pacific.

Ebesu, Tommy "only stay at home" Makanani, Camilo Sibolboro, Kent Tada, and new recruits Jordan Kahananui Sr. and Byron Ariola represents Kauai on the Hilo side. Oahu Boys working here are Roger Abad, Billy Acosta, and Alex Calumag on the Hilo side and Rudy Inong, Afi Asotasi, Doug Phillips and Tosh Hamada on the Kona side. The Kona side merchants welcome their presence on this island and are hoping for a long tour of duty for these out of town workers.

It is a pleasure to be working alongside the Big Island Koga workers. They have made the transition to work on this island a memorable experience for all. Thanks to Swervin Irving, Willie "always fired up" Azevedo, and the rest of the Big Island boys for their support along the way. I can almost understand Willie when he talks on his NEXTEL phone. Well until next time, let's all work together safely and remember, there's always a better way...

Malama pono, a hui hou!



Kamehameha School East Hawaii Campus Phase 2 with Hawaiian Dredging & Construction Co.

News from Oahu

By Paul Aniya



Las Vegas was the scene and an experience it was. A fortunate Koga crew went in March to experience the many attractions that the ConExpo-Con/Agg 2002 had to offer. This event proved to be an impressive showcase featuring the latest equipment, materials, products, services and innovations. It is interesting to see how others are doing things differently and suc-

cessfully. It sends home the idea of how we should be continuously thinking of ways to improve the way we go about our daily routines.

And the quest began – the crew consisted of several teams to ensure all grounds had been covered. In the end - some got sick, some took licks, and some got lucky hits, while some experienced

“perfect trips”. Others were just lucky to keep their tails from a good old’ whip. Guess you had to be there to really understand what I’m talking about.

A few of our top guns tried their hands at a backhoe rodeo. It is obvious that some of our finest (“set-um-up” William, “lost-em” Roger, “almost-“John, “club-em” Bryant) have been perfecting speed digging rather than shooting baskets with balls on the



Kai Lani Subdivision for Armstrong Builders.

backhoe. Better luck next time.



Department of Agriculture Annex 3 Project with Nordic Construction.

are in the process of building. Bryant and his gang are firing up the new Kai Lani Subdivision with Armstrong Builders. Both jobs have beautiful views of the Ko Olina Beaches. Other ongoing projects include the Dept. of Agriculture Annex #3, Pacific Command Center, and Bellows Regional Training Institute.

Doug Miyasato has been having a good recovery after a triple by-pass. We wish him a blessing for a continued and complete recovery.

Let’s continue to have pride in quality, push for innovation, and Keep Pressing... for a safe and prosperous future. Aloha



Marriott Ko Olina Timeshare Project with Dick Pacific Construction.

Crunching Out The Numbers

By Keun Pak



January 14, 2002 was the date that I started what, I hope, will be a long and prosperous career with Koga Engineering and Construction, Inc.

First of all I would like to thank everyone for making this an easy transition from school to work for me. Things are a little different, like seeing what 5:30 in the morning looks like.

Working under the watchful eye of those old timers in the Estimating Department, I learned that hard work and organization are key factors in getting that text book bottom line number. I also learned that in order to have peace in the office, all males must succumb to all the wishes of the beautiful, smart women of Koga Engineering and Construction. Another thing I am trying to learn is will power. For example, the ability to resist all the treats on our snack counter. I will try my hardest to be the only estimator to maintain my graduation weight.

Since I started working in the Estimating Department there hasn’t been a minute of dullness. Working closely with Gregg and Jits, I

learn at least one new thing everyday.

I would also like to add that due to the outstanding recruiting strategies, Koga Engineering’s softball team is off to a great start this year with its new, young recruits. I would like to make a few comments about some of the games, but for some reason I seem to have a hard time remembering exactly what went on. I do remember the first 2 innings, after that everything becomes really blurry.

This past quarter Koga Engineering’s estimating department was the low bidder on the following projects: Lydgate Park on Kauai with Kauai Builders, Traffic Calming Improvements in Pearl City for the City and County of Honolulu, and Wharf Improvements in Kailua-Kona with Hawaiian Dredging. Some future jobs that we will be bidding on are Replacing Family Housing, Phase 1 at Hickam and Bellows, BEQ Replacement (1+1) at Pearl Harbor and The Honolulu Advertiser Facility in Kapolei.

Well, thanks again for giving me this opportunity to show my appreciation and prove that I am learning something and not just looking on the internet for sites.

Bits & Pieces

By Vanessa Suganuma

Lets all congratulate Kimberly Koga on her engagement to fiancé Jason Kubo. Kim, as we all know her, is the baby of Mal and Carol. Most of us remember her from her hanabata days...hard to believe she's all grown up and getting married. No matter how young or how old, she is still the same outgoing, bubbly, fun loving Kim. She'll be tying the knot in August this year. Congratulations Kim and Jason!

Congratulations to Kyle and Sally Sakaitani on their new arrival. Kellen Jackson Tamashiro Sakaitani was born on February 21, 2002. He weighed in at 5 lbs. 15 oz. and he was 19 inches long. Kyle is our Big Island manager probably taking on his biggest project ever!

Our sincerest get well wishes go out to Doug Miyasato, our Lowboy Operator, who has been out sick the last few months.

We all wish Doug a speedy recovery and look forward to his return soon.

You might have heard the buzz about our proposed new safety vests. Tosh Hamada has taken on the task of researching the safety standards and cost of the vests. He has created a vest style that will be utilizing the DOT requirements which he found to be the most stringent. We hope to see our vests out soon.

We've been getting lots of compliments from vendors and visitors about our new building and newly paved yard. The paving and striping was completed back in January by Road Builders and Harry Asato Painting. Compliments from Safety Systems, we have a fantastic "Koga Engineering & Construction, Inc." sign above our front entrance and a unique logo sign in our lobby. In our upstairs reception area, City Bank furnished us with their famous Teal bench - looks great.

A Big Mahalo to everyone for their time and generosity!



Koga employees at a recent fleet safety class put on by The St. Paul Companies in our Sand Island Training Room.



Lance Oliveira, Tommy Young, Roger Abad, Hye Jin Warren & David Ige at a recent Quarterly Safety Meeting in Hilo.

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