

UNIVERSITY OF TENNESSEE CENTER FOR INDUSTRIAL SERVICES (UT CIS)

UT CIS helps companies and communities succeed, grow and create high quality jobs by providing consulting, training and connecting services across the state. Whether you want to improve productivity on the plant floor, comply with safety or environmental regulations, navigate the federal procurement process, introduce a new product, or improve your economic development potential, CIS has the expertise to help you succeed.

In addition to having a skilled and experienced staff who can help you define and solve your most pressing problems, CIS can connect you with the knowledge and expertise of Tennessee universities, federal laboratory scientists, state government partners, the NIST Manufacturing Extension Partnership, the US Economic Development Association, the Southeastern OSHA Training Education Institute or Procurement Technical Assistance Center, and other industry professionals. CIS has staff of professional employees located in 6 offices across the state of Tennessee. Tennessee business and industry are assisted daily by CIS engineering and professional staff in improving their economic competitiveness on a national and global level.

ECONOMIC IMPACT

MEP Center impacts are based on clients surveyed in FY2023



\$143.2 Million

Total Increased/Retained Sales



512

Total Increased/Retained Jobs



\$37.1 Million

New Client Investments



\$46.2 Million

Cost Savings

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Center for Industrial Services
INSTITUTE for PUBLIC SERVICE

ISO 13485 GAP ANALYSIS IDENTIFIES INVESTMENT OPPORTUNITIES

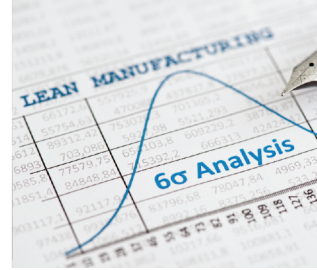
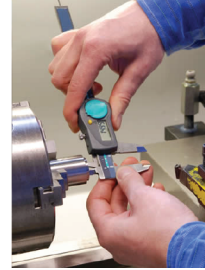
ABOUT 411 INDUSTRIES L.L.C. 411 Industries is a locally-owned Greenville, Tennessee-based company providing testing and inspection, small bench work, assembly & fabricating, sorting, special projects, contract assembly services, packaging services, quality inspection, and rework services for other OEM and tier suppliers.

THE CHALLENGE. While already ISO 9001 certified, the company was interested in expanding to the medical device industry and requested that TMEP, part of the MEP National Network™, facilitate an ISO 13485 gap analysis incorporating both of their manufacturing locations. The gap analysis is important to identify discrepancies between the existing ISO 9001 quality management system and the requirements outlined in ISO 13485:2016.

MEP CENTER'S ROLE. A TMEP certified ISO 13485 Lead Auditor spent sixteen hours across both locations reviewing and documenting 411's production processes. The consultant worked with 411 employees to review existing documentation, procedures, and policies, observed processes, and noted discrepancies between the existing QMS and ISO 13485 requirements. Recommendations were provided to close the gaps and a detailed action plan was developed for the 411 team to implement.

"The TMEP team were very helpful and quick to respond to needs. They came to my facilities on multiple occasions and assisted with multiple needs. Very professional. Glad they are partners with 411 Industries!"

-Brian, VP of Operations



RESULTS



\$250,000 in new or retained sales



\$130,000 in new investment



\$10,000 in workforce investment



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