

"Kent Myhrman and the team at Enterprise Minnesota were great to work with. They brought new angles and different experience, not only helping us with ISO certification, but also with other areas of our business. It was a very smooth and useful experience." Jon Boutain, CFO and Part Owner

DELIVERING QUALITY AND PERFORMANCE, EARNING ISO CERTIFICATION

ABOUT. Voyager Industries manufactures aluminum fish houses, trailers, docks, and decking for use in the marine industry. A privately held company, Voyager also provides aluminum fabrication and distribution services, handling jobs from prototype to full product production in aluminum products, assemblies, and weldments. The company is based in Brandon, Minnesota, with 85 employees, and its main sales territories include Minnesota, Iowa, North Dakota, South Dakota, Nebraska and Wisconsin.

THE CHALLENGE. Growing at a strong pace, Voyager was looking to ensure that it continued to uphold its high standards for quality. The company reached out to Enterprise Minnesota, a NIST MEP affiliate, and began working with ISO expert Kent Myhrman on documenting procedures and establishing proper controls. Myhrman explained how certification to the ISO 9001 standard would help the company maintain its quality standards and drive performance across the business.

MEP'S ROLE. To meet ISO's rigorous certification requirements, Myhrman worked with Voyager to develop a project plan and management review process. The company formed a team of key leaders from quality control, engineering, accounting, sales, and manufacturing, who began identifying Voyager's essential procedures to document in the new quality manual. This activity helped to define and highlight the importance of Voyager's best practices, showing how they support key processes needed to sustain, improve, and grow the company.

ISO quality standards require companies to demonstrate the effective performance of their management review process, and that meant an in-depth auditing of Voyager's operations. Myhrman met with Voyager's management team every other week for four months to review the findings of audits on their operations and implement corrective actions. By the end of the project, Voyager was well-positioned to easily pass its final registration audit and became ISO 9001:2008 certified.

The company's investments in the plant, equipment and workforce skill development paid off in both increased sales and cost-savings. Now that Voyager has clearly defined procedures, employees are more engaged in continuous improvement efforts and the company spends less time training new and existing employees.



RESULTS



Increased/retained **\$4 million** in sales



Invested **\$1.1 million** in plant, equipment, and workforce skill development



Reduced training time for new and existing employees



Increased employee engagement in continuous improvement efforts



Cost savings of **\$450,000**

NEXT STEPS



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