



OHIO MANUFACTURING EXTENSION PARTNERSHIP (OHIO MEP)

Ohio MEP supports Ohio's small and medium-sized manufacturers by providing products, services and assistance to help drive their productivity, growth, innovation and global competitiveness. Small and medium-sized manufacturing companies are critical to Ohio, representing 90% of job growth for high-paying jobs. For every new manufacturing job that is created or retained, three to five supporting jobs are also created. Managed by the Ohio Development Services Agency's Office of Small Business and Entrepreneurship, Ohio MEP is a State and Federal initiative sponsored by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST). To serve the diversity of Ohio's industrial base, Ohio MEP manages a network of regional partner organizations that are competitively selected and coordinated to serve as a statewide resource to meet the needs of key industry sectors and small manufacturers. Those manufacturers have access to a broad base of services, including training, coaching and implementation of operation improvement, Lean and Six Sigma, automation, engineering, process and planning for bottom line enhancements. Ohio MEP client-based activities support job creation, increased sales, cost savings, and new business investment. Ohio MEP has 6 regional partners to support statewide assistance. 1. Center for Innovative Food Technology (CIFT, Toledo), 2. Manufacturing Advocacy and Growth Network (MAGNET, Cleveland), 3. Center for Design and Manufacturing Excellence at the Ohio State University (OSU-CDME, Columbus), 4. PolymerOhio (Westerville), 5. TechSolve (Cincinnati), 6. FASTLANE at the University of Dayton Research Institute (FASTLANE, Dayton)

ECONOMIC IMPACT

MEP Center impacts are based on clients surveyed in FY2023



\$956 Million

Total Increased/Retained Sales



6,119

Total Increased/Retained Jobs



\$170 Million

New Client Investments



\$147.6 Million

Cost Savings

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Ohio

**Manufacturing
Extension Partnership**

ACRT QUALITY GAP ASSESSMENT

ABOUT ACRT, INC.. Headquartered in Stow, Ohio, ACRT Services serves utilities throughout the United States, providing vegetation management, technology solutions, and more. As an employee-owned company, ACRT Services values its people - its employees, customers, and the communities its customers serve. It engages the best people to foster resiliency, environmental stewardship, compliance, stakeholder partnerships, and safer communities. ACRT Services is comprised of four subsidiaries: ACRT, ACRT Pacific, Bermex, and EnviroScience. ACRT's primary objective is to be an end-to-end solution provider for utility companies, so they can provide safe and reliable service to their customers and members.

THE CHALLENGE. ACRT leadership identified a need to improve its existing quality management system. One key area of interest was becoming ISO 9001 certified to align with their business plan and help achieve business goals. With limited knowledge regarding ISO 9001 (2015) quality systems, and the lack of a quality expert on staff with overall quality system knowledge and implementation, ACRT leadership looked to MAGNET, part of the MEP National Network™, to provide this expertise. Specifically, they wanted someone to train them in ISO 9001 and then perform a gap analysis of their existing quality system to the ISO quality standard.

MEP CENTER'S ROLE. MAGNET assessed ACRT's current quality system to the ISO standard. MAGNET provided a report that identified where the gaps were to the ISO standard, and outlined the current strengths of their system. Once the gap analysis was completed, MAGNET held a high level review and facilitated discussion to review the pros and cons of implementing a ISO 9001 quality system. This discussion also covered the costs of registering and implementing an ISO system.

"MAGNET was great to work with right from the start. We knew we were not a traditional customer but they came highly recommended. e worked with them to create a project that was tailored to our needs. Gwido Dlugopolsky was very knowledgeable and helped us work through the project. The project helped us inform our future strategy."

-Troy Ross, Chief Operating Officer



RESULTS



\$425,000 in new investment



\$50,000 in cost savings

Ohio

**Manufacturing
Extension Partnership**