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 FY2018

- **$703.7 Million** Total Increased/Retained Sales
- **2,954** Total Increased/Retained Jobs
- **$48.3 Million** New Client Investments
- **$61.7 Million** Cost Savings

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TENNESSEE
ABOUT MOTOR WHEEL COMMERCIAL VEHICLE SYSTEMS. Stemco specializes in the production of wheel end components, brakes, and suspension systems for commercial vehicles and trailers. Based in Chattanooga, Tennessee, with around 75 employees, Stemco is an ISO-9001 certified company. The global manufacturer uses customer-driven solutions to increase technological innovation and improve standards for safety and performance.

THE CHALLENGE. Stemco needed to update its Quality Management System (QMS) to meet the requirements of the 2015 revision of the ISO-9001 standard. For assistance in identifying gaps between their current system and the new requirements, Stemco reached out to the University of Tennessee Center for Industrial Services (UT CIS), a division of the Tennessee Manufacturing Extension Partnership (TMEP) and part of the MEP National Network.

MEP CENTER’S ROLE. A solutions consultant from UT CIS worked with the Stemco team to analyze the ISO 9001:2015 requirements and develop a transition plan for moving the company to the new standard. A gap analysis revealed areas for improvement, and the consultant recommended specific revisions to the company’s QMS to ensure compliance with ISO 9001:2015.

With these revisions, Stemco gained access to potential customers that require their suppliers to have a QMS that conforms to the latest ISO standard. In addition, UT CIS connected the company to the Oak Ridge National Laboratory (ORNL) and other organizations in the area to help expand the company’s reach. Stemco retained its current business and found new opportunities to increase sales.

"I used UT CIS at my previous employers and now at my current employer. I really like the UT CIS people and professional services. I also like the ability to interact with [solutions consultant] George Aslinger for access to ORNL and other organizations in Tennessee that I might not know about that are useful to my industry. Thanks for the great service."

-Randy Wilson, Senior Quality Engineer