

ISO IMPLEMENTATION SECURES CONTINUED BUSINESS WITH MAJOR CUSTOMER

ABOUT STEEL-PRO INC. Located on the shores of Rockland Harbor, Maine, Steel-Pro is a 50-person custom manufacturer of ASME code pressure vessels, biopharmaceutical equipment, vacuum chambers, storage tanks and other custom-designed equipment. Steel-Pro was founded in 1978 and generously converted to an employee-owned company in 2014.

THE CHALLENGE. When a major customer performed an on-site quality management systems audit at Steel-Pro based on ISO 9001, the company realized it needed to upgrade its system to maintain its preferred supplier status. Although Steel-Pro had an ASME quality system in place, it did not meet all the requirements of ISO 9001. Facing a revenue loss of 25 percent should the customer decide to leave Steel-Pro, the company resolved to achieve ISO compliance as quickly as possible. Upper management reached out to Maine MEP, part of the MEP National Network™, for assistance.

MEP CENTER'S ROLE. A Maine MEP quality systems professional worked one-on-one with the Steel-Pro management team to create the ISO 9001 quality management system (QMS) processes and support documentation. Over the course of two months, the company developed, reviewed and implemented the QMS in preparation for a follow-up customer audit. To help offset implementation efforts, Maine MEP tapped into technical services funds through the Make It In America (MIIA) grant. It also helped the company to utilize incumbent worker training funds through the MIIA grant to support internal auditor training for 13 Steel-Pro employees. Maine MEP provided the training, and Steel-Pro successfully addressed the non-conformances identified in the customer audit.

With its upgraded QMS, Steel Pro achieved ISO 9001 compliance and passed the customer's follow-up audit, retaining its preferred supplier status along with numerous jobs and over \$2 million in sales.

"Maine MEP understood our need to become ISO 9001 compliant while maintaining a minimal impact to the way we do business. Their common sense approach and sense of urgency in completing this work was greatly appreciated. The combined efforts of Maine MEP and Steel-Pro resulted in retention of our largest customer as well as positive exposure, as the customer recognized and appreciated both our effort and the results."

-Craig Wells, Vice President/COO

RESULTS



\$2,000,000 in retained sales



\$12,200 grant for worker training and technical service



Retained 10 jobs



\$34,400 in-kind investment



Internal auditor training for 13 employees

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