

CERTIFICATION SECURES AND EXPANDS MANUFACTURER'S CUSTOMER BASE

ABOUT CROWN ROLL LEAF INC. Crown Roll Leaf, Inc. produces over 60 million linear feet of finished foil products each month. Based in Paterson, New Jersey, Crown Roll Leaf has customers in 50 countries and employs over two hundred people in what is the largest foil manufacturing facility in the United States. The company uses breakthrough advances in multi-level ID security technology to defeat forgers, and its quality assurance programs have built a reputation for consistent, reliable decorative materials, security devices and value-added products.

THE CHALLENGE. Many Crown Roll Leaf customers were asking the company to become ISO 9001 certified. Without certification, management anticipated a decline in sales and resulting a reduction in the company's workforce. Having an ISO 9001 system in place would give Crown Roll Leaf customers the assurance that its products meet the highest standards.

MEP CENTER'S ROLE. Butch Florentino, Quality Control Manager of Crown Roll Leaf, contacted the New Jersey Manufacturing Extension Program (NJMEP), a NIST MEP affiliate, through its website to schedule an appointment regarding ISO certification service.

Manufacturing extension agents from NJMEP met with the company to discuss Crown Roll Leaf's needs. Next, NJMEP prepared a plan to train 10 employees in ISO Quality System/ISO 9001, and 30 employees in understanding the system. These employees would be responsible for implementing and overseeing the company's quality system throughout the organization. Crown Roll Leaf hired new employees and committed to investing in workforce training.

To help reduce the training costs, NJMEP recommended that the company apply for a Skills4Jersey grant as it met the criteria for qualifying. With NJMEP's assistance, Crown Roll Leaf submitted the grant application and received the award. NJMEP began the training, and one year later, at the close of the grant, NJMEP and Crown Roll Leaf began phase two of the implementation process. The company has already increased sales and expects ISO certification to open new sales opportunities.

"We were extremely pleased with NJMEP and the service we received during the ISO training. We found their expertise to be invaluable during the challenging ISO certification."

-Gene Schnaidt, Head of IT & Security

RESULTS



Hired **18** new employees



Increased sales by **\$500,000**



Overall cost savings of **\$130,000**



Invested over **\$46,000** in training

CONTACT US



2 Ridgedale Avenue
Suite 305
Cedar Knolls, NJ 07927



(973)998-9801



www.njmep.org

