

WOMAN-OWNED MANUFACTURER POISED FOR FUTURE GROWTH

ABOUT SUPERIOR HANDLING EQUIPMENT, LLC. Superior Handling Equipment, LLC in Ormond beach, Florida is a woman-owned, private standalone business whose 14 employees produce a speed lift product line. For 40 years they have produced speed lifts with maximum flexibility and customized options that enhance safety, durability, reliability and operational efficiency for most material handling applications. Superior has a broad and loyal customer base including supermarket chains, national retailers, hospitals, schools, manufacturing and general industrial applications.

THE CHALLENGE. While Superior has earned a reputation for high quality, the company's President and Business Development Director realized the need to align its business processes with quality systems. At the same time larger customers were migrating to suppliers that had achieved ISO9001 Certification.

MEP CENTER'S ROLE. FloridaMakes, part of the MEP National Network™, was contacted to review the situation and it was determined that pursuing ISO9001:2015 was the best approach. The ISO9001:2015 is the new standard; any company under the current ISO9001:2008 standard is required to convert to the ISO9001:2015 standard by September 2018. FloridaMakes contacted specialists to train Superior employees on ISO 9001:2015 protocol and standard compliance.

"The implementation of the ISO9001:2015 Quality Standard has aligned our company's business processes with quality processes. The company is now scalable and ready for future growth opportunities."

-Mike Vollmar, Business Development Director

RESULTS



Awarded the ISO9001:2015 Certification



Increase in sales of **20%**



2 new employees hired



Order to cash cycle reduced by **10%**



Patents filed on a second new product line to be marketing in **2017**

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