

SMALL KENTUCKY COMPANY COMMITS TO ISO

ABOUT DONOVAN COMMERCIAL INDUSTRIES, INC. Donovan Commercial Industries, Inc., manufactures specialty plastic bonded explosives to supply the needs of the explosive, metal depth hardening industry. In business since 1996, the company is based in Nortonville, Kentucky.

THE CHALLENGE. DCI had a quality management system (QMS) in place, but customer-driven demand and a future-oriented perspective prompted the company to seek ISO 9001:2015 certification. DCI is a small company, which presented some unique challenges in the ISO certification process. The company needed to update its QMS while maintaining a degree of adaptability based on its limited size. DCI learned of the Advantage Kentucky Alliance (AKA), part of the MEP National Network™, and immediately looked into what AKA could do for the company.

MEP CENTER'S ROLE. Two AKA consultants, Scott Broughton and Tom Diehl, visited the company and explained how AKA could help DCI obtain ISO certification. Company leaders were excited about the opportunity and committed to starting the process as soon as possible. Diehl worked with the company to develop an ISO-compliant QMS, identifying both the weaknesses and strengths of the existing system. According to Anthony Davis, DCI's Vice President, Tom was "fantastic to work with." He added, "not only is he incredibly knowledgeable, he's able to explain things in a practical manner."

DCI implemented process reforms and audited the process to produce an efficient operation while maintaining accountability. With ISO certification, the company expects to increase revenue, capital investment, cost savings, and jobs. AKA's experience and guidance allowed the team from DCI to quickly update their methodology and mentally embrace the benefits of ISO.

"From the very first meeting, Scott and the whole AKA team have been terrific in helping us implement an ISO program that will allow us to better meet customer needs now and in the future. The responsiveness of this group is off the charts. I would recommend AKA to anyone who truly wants improvement and is looking to the future."

-Anthony Davis, Vice President

RESULTS

-  Estimated to increase revenue by **30%**
-  Anticipated increase in capital investment of **\$300k**
-  Projected cost savings of **\$100K**
-  Projected **40%** increase in jobs

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