

## ISO 9001:2008 DRIVES GROWTH

**ABOUT CHALLENGER BRASS & COOPER.** Challenger Brass and Copper, Inc. is a leading company for the commercialization and distribution of copper, brass, bronze, stainless steel, and aluminum. The company slits and distributes metal sheets, rolls and bars of copper, aluminum, stainless steel, and brass. Challenger Brass and Copper was founded in 1987, followed by a sister company in 2012. They are located in Toa Baja, Puerto Rico.

**THE CHALLENGE.** With customers demanding higher standards of performance, the company's leadership knew they needed to improve their Quality System to meet ISO 9001:2008 standards. These changes would help Challenger Brass and Copper be more competitive and expand into new markets.

**MEP CENTER'S ROLE.** Challenger Brass and Copper reached out to PRIMEX, part of the MEP National Network, and discovered how PRiMEX assisted manufacturers in developing Quality Systems in compliance with multiple standards such as ISO 9001, ISO 13485, and AS9100. PRiMEX's expertise includes training, coaching, and consulting services to help develop and implement a Quality Management System in compliance with those standards.

With the knowledge and continuous support of PRiMEX experts, Challenger Brass and Copper initiated their project to convert their Quality Management System in compliance with the ISO 9001:2008 Standard. Necessary training was provided and required documentation was prepared and implemented. In late 2016, Challenger Brass and Copper obtained its ISO 9001:2008 certification.

"PRiMEX services enabled us to expand into new markets and increase our sales. Their close support and direction helped us accelerate our efforts to improve our quality level. We project continuous growth for years to come."

-Sr. Abimal Padilla, Vice President

## RESULTS



3 jobs added



Sales increased by 30%



Obtained ISO 9001:2008 certification

## CONTACT US



#268 Muñoz Rivera Ave.  
World Plaza Building, Suite  
1002  
Hato Rey, PR 00918



(787)756-0505



[www.primexpr.org](http://www.primexpr.org)

