

ISO CERTIFICATION OPENS DOORS AND INCREASES SALES

ABOUT STAR-GLO INDUSTRIES INC. Based in East Rutherford, New Jersey, Star-Glo Industries (SGI) is a leader in Swiss screw machining, rubber, rubber-to-metal components, and assemblies. The company sells to both commercial and government markets in the aerospace, electronics, inflation components, transportation, welding, packaging, and business machine industries. A privately-owned, non-union shop, SGI was founded in 1950 and now has around 120 employees. The company guarantees close quality control, realistic shipping dates and very competitive prices.

THE CHALLENGE. SGI had been operating the same way for decades. Many employees had spent their entire careers at the company, and its quality control system was due for an update. Long-time clients were now looking for certifications from their suppliers, and SGI needed to obtain ISO certification to maintain its customer base and stay open to new business. The company reached out to the New Jersey Manufacturing Extension Partnership (NJMEP), part of the MEP National Network™, for assistance with the certification process.

MEP CENTER'S ROLE. NJMEP met with company leaders to discuss the ISO requirements and the best approach to securing certification. SGI was a candidate for the New Jersey Department of Labor's Skill4Jersey Grant, and NJMEP helped the company prepare and submit the application. Next, NJMEP and SGI worked together to develop a training plan that would meet the certification requirements without interfering with production. Training began once the grant was approved, and NJMEP trained SGI employees in ISO Quality Systems over a 12-month period.

Throughout the process, SGI uncovered several improvement opportunities. The company developed a more proficient way of operating, streamlining its management system, operations, and information flow. "We involved everyone in the certification process, whether it was through formal training or tasks that needed to be completed to help us reach certification," said Ed Peterhoff, President of SGI. "It was a real team effort."

Peterhoff was impressed with the NJMEP instructor, commenting on their knowledge and expertise in the close-out report for the grant. The training investment paid off, and SGI successfully passed the ISO audit to earn certified status. In addition to retaining customers, SGI earned cost-savings as a result of greater efficiencies, and added jobs to keep up with an increase in demand.

"NJMEP walked us through the application process right from the beginning and helped us manage the grant throughout the entire process. We would definitely work with NJMEP again. They are a valuable resource for Star-Glo."

-Ed Peterhoff, President

RESULTS



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



Retained sales of **\$250,000**



Generated **\$150,000** in cost savings



Added **7** employees



Invested **\$75,000** in workforce practices

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