

BIG IMPACTS FROM ISO CERTIFICATION

ABOUT GREENVILLE COLORANTS LLC. Greenville Colorants, located in Greenville, South Carolina, sets the standard in value-added processing and distribution of dyes and specialty chemicals to the textile, paper, and other specialty industries, such as ink plastics, paint, stains, mulch, seed coatings, and more. With its state-of-the-art manufacturing plant, the company is able to offer customized products at highly competitive prices due to aggressive global sourcing of raw materials and optimized manufacturing operations. Offering over 2,000 dye products, Greenville Colorants custom-blends and matches colors based on client-supplied samples and rigorous customer specs and requirements.

THE CHALLENGE. Greenville Colorants wanted to become ISO compliant and use the standard to improve processes. The company identified resources and narrowed its choices to four firms.

MEP CENTER'S ROLE. South Carolina Manufacturing Extension Partnership (SCMEP), part of the MEP National Network™, was selected to help. SCMEP outlined a program that offered a practical business approach to create a conforming ISO 9001 Quality Management System (QMS). This program followed a systematic, managed process that produced a fully documented QMS within a few months. The program also incorporated a day for overall ISO 9001 training, which covered the basics and examined how employees were impacted as well as their responsibilities within the QMS system.

The implementation of the QMS system forced the company to investigate business processes and examine what was done correctly and what needed improvement. As Greenville Colorants approached the completion of the program, its management realized certification was achievable.

"SCMEP and Pillar Management Associates were instrumental in helping us obtain our ISO Certification productively and efficiently," said Peter Fetzer, Head of Paper Technology. "We estimate that since we began the QMS System, we have had financial contributions of over \$200 million a year that which can be directly attributed to the ISO Certification and QMS System."

"We are very pleased with the services offered, which have made the company much better in terms of quality, organization, record keeping, and compliance. Anyone that is considering becoming ISO Certified, if they go the route with SCMEP and the professionals they recommend, from our experience, it has been a very easy and pleasant adventure. They are able to provide excellent resources for us to achieve our goals."

-Peter Rumore, Vice President

RESULTS



\$1,000,000 increased sales



\$300,000 in cost savings



\$250,000 in new investments



Added 3 Jobs

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