

KAP MANUFACTURING PROJECTS IT WILL ACHIEVE \$850K IN INCREASES SALES FROM NEW CLIENTS

ABOUT KAP MANUFACTURING. KAP Manufacturing was formed in 1997 with the goal of providing customers in the Aerospace and Defense Industry with quality parts from a precision machine shop. Customer satisfaction is the measure of success at KAP, and it is achieved through a focus on the integrity, input and capabilities of its employees. KAP Manufacturing employs 22 people in its San Dimas office, and manufactures precision parts in aluminum, titanium, stainless steel, and Inconel.

THE CHALLENGE. As part of KAP's strategic plan to focus on the Aerospace and Defense Industry, KAP obtained AS9100 certification of their Quality Management System. AS9100 is a widely-recognized aerospace industry quality management system requiring an accredited third-party audit to achieve certification. With an impending certification audit, KAP wanted a quick training and upgrade program of their current QMS to the Rev. D standard. Management was concerned the new rigorous revision D guidelines included in the certification process could be difficult to implement in the short time frame available.

MEP CENTER'S ROLE. In August 2017, KAP Manufacturing connected with CMTC, part of the MEP National Network™. After a kick-off meeting and system evaluation, consultants worked with the organization to develop an implementation plan to become AS9100 revision D certified by November 2017. CMTC assisted KAP Manufacturing in identifying and implementing the required operational improvements. CMTC provided the organization with templates and training guidelines to help management more efficiently implement the changes associated with the new AS9100 Rev. D standard. To address any concerns about the timing of the project, CMTC worked closely with the staff on an intensive schedule. Staff members were trained on the changes to the AS9100 standard and actively encouraged to provide feedback during the process. After training was conducted, CMTC led KAP Manufacturing through internal audit training. The company was guided through a simulated audit and addressed possible areas for improvement. Consultants were able to balance the tight schedule of training and implantation to complete the project on schedule. Training and consulting concluded in November 2017 and KAP Manufacturing successfully passed the audit to achieve AS9100 Rev. D certification. Certification will also allow KAP Manufacturing to continue to compete for new business from aerospace and defense industry clients.

"CMTC was very professional and extremely responsive to our needs with highly skilled consultants and trainers. The interaction and correlation between CMTC and KAP was seamless."

-Ms. Kathy D'Amato, President

RESULTS

-  \$850,000 increased sales
-  \$2,000,000 retained sales
-  1 job created
-  16 jobs retained
-  \$15K in cost savings

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