

MASTEL SUCCESS STORY: ROCK SOLID STANDARDS

ABOUT MASTEL PRECISION SURGICAL INSTRUMENTS, INC.

Mastel Precision is a Rapid City-based manufacturer with top-notch employees specializing in diamond scalpels for corneal and cataract surgery. While they concentrate on manufacturing, repairing and evaluating diamond scalpels; they also provide services for repairing, cleaning and servicing other eye instruments. The family-owned business prides themselves on the quality and dependability of their products and services. With 16 employees, Mastel Precision has created an exceptional, reliable reputation for manufacturing quality ophthalmic instruments for eye surgeons all around the world.

THE CHALLENGE. Quality is not only important to Mastel, but vital to their survival—which means they don't take their quality standards lightly. Going off the philosophy that more heads are better than one, Mastel decided to bring in outside help to continue to uphold their quality standards.

MEP CENTER'S ROLE. Friends of the company introduced Mastel to South Dakota Manufacturing & Technology Solutions. Brad Fischer, an MTS business advisor and expert in ISO regulations, helped Mastel transition from ISO 13485:2003 to ISO 13484:2016. He worked with the company to reduce rework and update their policy procedures. The Plan-Do-Check-Act methodology helped identify deficiencies and create a solid plan of attack for the team.

Doug Mastel, founder and owner of Mastel Precision, found MTS' help extremely beneficial and professional. It was fun on a personal level too, because both graduated from SDSM&T as metallurgical engineers and have family ties.

The work MTS provided was necessary to keep the business moving forward in the United States and expanding into other countries. Mastel may be small in numbers, but they are mighty when it comes to producing quality ophthalmic surgical instrumentation.

"MTS has been extremely valuable to the Mastel team. Brad Fischer is always ready to help. I know he has the best interests of our company in mind."

-Doug Mastel, Owner

RESULTS

Passed certification audit for 13485:2016



Improved overall quality of the process



Trained employees on internal auditing



Allowed Mastel to grow business not only in US but in other countries as well

CONTACT US

2329 N. Career Avenue
Suite 106
Sioux Falls, SD 57107



(605)367-5757



www.sdmanufacturing.com

