

MICHIGAN SEAMLESS TUBE: SETTING HIGH STANDARDS FOR QUALITY AND LEADERSHIP

ABOUT MICHIGAN SEAMLESS TUBE LLC. Since 1927, Michigan Seamless Tube, LLC (MST) has worked to deliver cold-drawn carbon, alloy and high chrome mechanical and pressure tubing and piping to customers in various industries. With a tradition of providing exceptional services, competitive pricing and quick turnaround time, MST is a global supplier in their field. With every product made to order and tested to the customer's exact specifications, MST offers unparalleled flexibility to accommodate diverse quantities and types of deliveries. MST employs 319 at their South Lyon, Mich., facility.

THE CHALLENGE. MST decided to prioritize both quality and leadership initiatives at their facility. With their TS 16949 certification set to expire, MST decided to transition to ISO 9001:2015. However, after their long-term Quality Manager left the company, MST needed extra assistance with the transition to the new standard. Additionally, to develop and strengthen the leadership skills of their operations team, MST sought supervisory training to build upon existing management strategies.

MEP CENTER'S ROLE. For assistance with these initiatives, MST contacted the Michigan Manufacturing Technology Center (The Center). Experts from The Center's quality team led MST through the transition process with one-on-one ISO 9001:2015 Organization Transition training. Following this, MST requested Internal Auditing training to better equip themselves and prepare for their upcoming audit, as well as to perform ongoing future audits of their Quality Management System. Due to the detailed training they were provided, MST successfully passed their audit and achieved their ISO 9001:2015 certification. MST also successfully completed Supervisory Skills training with The Center, which helped their operations team better understand different leadership styles and gain skills in motivating and empathizing with employees. Because of this training, MST decided to schedule additional Supervisory Skills training with The Center for other MST leaders to support their ongoing commitment to enhancing their leaders and workforce.

"The Center assisted us with updating the knowledge of our new quality department, ultimately enabling us to transition to ISO 9001:2015 on schedule. The supervisory training also was very helpful for our new people, and we will continue to use The Center for additional quality and supervisory training in the future."

-Jeff Gundlach, Quality Assurance Manager

RESULTS



\$500,000 in new sales



15 jobs created and 50 jobs retained



\$5,000,000 in retained sales



\$300,000 in new investment



\$10,000 in cost savings

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