

## ISO13485:2016 TRAINING LEADS TO INCREASED SALES

**ABOUT INTEGRATED DESIGN & DEVELOPMENT.** Integrated Design & Development (IDD) is a woman-owned full-service design and manufacturing firm with five employees located in Sanford, FL. IDD specializes in precision CNC Multi-Axis Milling, Multi-Axis Turning, Grinding, and Wire EDM. They offer a wide range of additional services including procurement requirements, 3-dimensional reverse engineering, prototype to production, laser cutting, protective finishing, laser part marking, assembly, and packaging.

**THE CHALLENGE.** Integrated Design & Development earned a reputation for short lead times and reliable quality for precision-machined medical part prototypes. Medical device customers wanted to move production parts to IDD but were unable because IDD had not been trained or compliant on the Policies and Procedures of ISO13485:2016.

**MEP CENTER'S ROLE.** Integrated Design and Development contacted FloridaMakes, part of the MEP National Network™, for assistance. The FloridaMakes Business Advisor obtained the appropriate personnel to train IDD in ISO13485:2016. IDD has a small management staff and this training was a valuable time saver in terms of management resources. IDD met the critical compliance deadline and obtained the new business opportunity.

**"The FloridaMakes instructor was patient and allowed our team to learn at our own pace. The training opened the door to \$100,000 in increased sales and the FloridaMakes Business Advisor saved us \$12,960 by guiding me through the training process."**

-Tiffany Kath, President

## RESULTS



**\$100,000** in increased or retained sales



**\$12,960** in cost savings

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## CONTACT US



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