

GROWING INTO NEW MARKETS WITH ISO 9001:2015 CERTIFICATION

ABOUT H & M MACHINING LLC. Since opening more than 35 years ago, H&M Machining, LLC has delivered millions of parts to customers. From CNC to machining to fabrication, H&M offers a wide range of services to satisfy any manufacturing need. In all areas, H&M seeks to provide superior products and services to give customers a competitive advantage in their markets. H&M employs 32 at their Roseville, Mich., location.

THE CHALLENGE. Under the direction of new owners, H&M's management team identified an opportunity to move into additional markets including aerospace, healthcare and defense. Since most in these industries require suppliers to be ISO 9001 certified, H&M would first need to establish an up-to-date Quality Management System (QMS).

MEP CENTER'S ROLE. With minimal defined processes, goals or measurements in place, H&M was tasked with developing a QMS from the ground up. To accomplish this, H&M turned to the Michigan Manufacturing Technology Center's (The Center) Quality Management experts for assistance. Over the course of seven one-day events, H&M's management team and several staff members attended The Center's ISO 9001:2015 Organizational Implementation training where they gained the skills needed to establish a functional, state-of-the-art QMS. As a result of this training, H&M was able to successfully earn their ISO certification. Completing this process allowed H&M to widen their customer base, as well as helped to improve their organization and process controls.

"Our instructor was a huge help. He broke down the entire process to where it was very easy to understand and implement within our company. By tailoring everything to what we needed, as opposed to what we thought we needed, the process was made much simpler. Without The Center's support, we would've had to complete 10 times the amount of work."

-Nick Salgat, Managing Partner

RESULTS



\$4,000,000 in retained sales



\$50,000 in cost savings



\$18,500 in new investment



20 jobs retained

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