

ISO REGISTRATION OPENS NEW MARKETS

ABOUT BOSS LASER, LLC. BOSSLASER, located in Sanford, Florida, is a private company formed in 2012 with 41 employees. They offer hobbyists, businesses, and educational institutions quality CO2 and fiber laser cutter and engraver systems. BOSSLASER's latest laser engraving machines include technology to easily cut, engrave, mark, or etch an ever-growing list of materials.

THE CHALLENGE. The company was receiving inquiries from potential customers who later disqualified them because they did not have proof of an accredited quality management system. Top management at BOSSLASER contacted FloridaMakes, part of the MEP National Network™, for assistance on how to proceed with implementing the ISO 9001:2015 quality standard. FloridaMakes presented multiple options to BOSSLASER's top management on a path forward for implementing ISO 9001:2015.

MEP CENTER'S ROLE. An agreement was reached with FloridaMakes on a plan to implement ISO 9001:2015 at BOSSLASER which provided instruction and guidance through the ISO 9001:2015 implementation phase at BOSSLASER. FloridaMakes also connected BOSSLASER to a state training grant that reimbursed the company seventy five percent of the expenses.

"FloridaMakes was instrumental in identifying the appropriate resource that had the flexibility to accommodate our ISO9001:2015 implementation. Potential customers no longer disqualify BOSSLASER as a supplier and as a result our sales are growing."

-Michelle White, Human Resource Manager

RESULTS



ISO 9001:2015 certification achieved



\$12,075 in cost savings



new access to international markets and Fortune 500 customers

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