

ISO COMPLIANT CORRECTIVE ACTION TRAINING LEADS TO INCREASED SALES

ABOUT MULLET'S ALUMINUM. Founded in 1978, Mullet's Aluminum Products, Inc. is an award-winning industry leader providing quality products and superior installation services to the Condominium, Residential, Commercial and Transportation markets. The company has over 240 full time employees working in five divisions: Windows & Doors Division, Metal Roofing Division; Railing, Gates & Misc. Metals Division; Walkway Canopy & Carports Division; and Screen Enclosures Division. The company provides "fabrication and supply only" or "fabrication and installation" services throughout Florida and beyond.

THE CHALLENGE. A large government customer sent all their suppliers notification that they must meet specific compliance requirements with their new standards which were nearly identical to ISO 9001:2015 standards. Though the processes and procedures Mullet's Aluminum developed over the years complied with the many of the newly required standards, there were some documentation requirements that the company did not have in place. Failure to pass an upcoming compliance audit would cause Mullet's Aluminum to lose certification renewal and potential business with this customer.

MEP CENTER'S ROLE. Mullet's contracted with FloridaMakes, a NIST MEP affiliate and member of the MEP National Network, to provide training on components of ISO 9001:2015 specific to the customer's requirements. The process of documenting processes per the standard not only enabled the company to pass the audit and maintain certification, it also resulted in improved operating processes and procedures, increasing quality and efficiency moving forward. Due to the success of the training program, Mullet's Aluminum has further contracted with FloridaMakes to help them become fully ISO 9001:2015 compliant and certified.

"We recently needed assistance with a program review and training project. We contacted FloridaMakes for assistance – and within a brief period of time – were provided the necessary resources and expertise. In addition, FloridaMakes also assisted our company in obtaining a state training grant. It was incredibly beneficial for our team and company.

Based on the expertise that we were provided by FloridaMakes, our company made the immediate decision for additional training to pursue ISO 9001 compliance – with the ultimate goal of achieving ISO 9001 certification.

FloridaMakes provided an invaluable resource to our company and we would highly recommend to any other manufacturer seeking expertise and/or assistance."

-Nathan Yoder, Director of Marketing

RESULTS



Approximately **\$500,000** in increased or retained sales over 3 years



\$1,400 in cost savings



3 created or retained jobs

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