

WYATT SERVICES, INC.: RETAINING CUSTOMERS WITH ISO 9001:2015 CERTIFICATION

ABOUT WYATT SERVICES INC. Wyatt Services, Inc. has been an industry leader in providing reliable heat treat services since opening in 1969. Owned and operated by the Wyatt and Andrews families, the company services numerous markets including tool and die, defense, automotive and aerospace. Heat treating prototypes has become a specialty at Wyatt Services, and their dedication to quality, service and attention to detail has earned them national recognition as an approved supplier for major OEMs. Wyatt Services employs 18 at their Sterling Heights, Michigan, location.

THE CHALLENGE. Wyatt Services planned to update their ISO 9001 Quality Management System (QMS) certification to the 2015 revision in order to retain their current customer base. After having an internal audit and gap analysis conducted the previous year, Wyatt Services decided the time was right to update their QMS. In conjunction with the certification process, Wyatt Services was interested in having employees trained to conduct their internal audits.

MEP CENTER'S ROLE. Wyatt Services enlisted the Michigan Manufacturing Technology Center (The Center), part of the MEP National Network™, to help them in their ISO 9001:2015 transition. Through mentoring, The Center's quality experts assisted Wyatt Services with understanding the new ISO requirements, updating their quality manual and conducting an internal audit. The Wyatt team then worked with The Center to address findings from their previous internal audit and gap analysis, ultimately helping them earn their certification to ISO 9001:2015. Additionally, three members of their management team completed Internal Auditor training, providing them the ability to conduct their own internal audits in the future.

"Our attention to detail and quality service have been of utmost importance and a major reason Wyatt Services has remained in business for 50 years. The Internal Auditor and ISO Transition training provided by The Center have positioned us well for future growth and longevity. Steve was a great help in the update of our Quality Management System. Thank you to The Center!"

-Mark Andrews, Plant Manager

RESULTS



\$750,000 in retained sales



\$75,000 in new sales



16 jobs retained, 2 jobs created



\$7,000 in cost savings



\$17,235 in new investment

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