

ALPHA PRODUCTIONS TECHNOLOGIES SECURES NEW BUSINESS THROUGH ISO CERTIFICATION

ABOUT ALPHA PRODUCTIONS. Alpha Productions Technologies, Inc., is a nonprofit corporation located in Sparks, Nevada, that manufactures custom cable & wire harness assemblies, as well as small part sub-assemblies. Alpha Production Technologies' facility covers 12,000 square feet with enough work area for over 70 employees. In addition, they are certified as a Community Training Center by the State of Nevada providing training and employment opportunities for people with intellectual and developmental disabilities.

THE CHALLENGE. Alpha Production Technologies was in the midst of ISO certification. They made it through phase 1 with some non-conformances and were scheduled for the phase 2 of the audit. Due to travel limitations imposed by COVID-19, their enterprise resource planning (ERP) consulting partner was not able to travel to assist with audit preparation. With the phase 2 audit looming near on the calendar, Alpha called Nevada Industry Excellence (NVIE), part of the MEP National Network™, for support. NVIE brought in their quality management system (QMS) expert and quickly came up to speed on the situation.

MEP CENTER'S ROLE. NVIE came in and helped Alpha in completing the corrective actions for the minor non-conformances received from the initial phase 1 audit of their newly implemented ISO 9001:2015. They formalized the management review process, provided risk management tools and performed an internal audit. Additionally, NVIE trained Alpha's staff members on effective techniques for performing future internal audits. This prepared Alpha for the upcoming phase 2 audit.

Alpha passed the ISO audit with no non-conformances in phase 2. In addition, they implemented a quality management system that works for their organization and staff. One of the reasons they sought ISO certification was to be able to retain and accept more business from existing customers. After certification, business with one of their key customers increased by 25%. This was due to the customer being able to grant projects that previously would only have gone to ISO-certified contractors. In addition, implementation of the ISO process and QMS made their existing technology more useful to the organization.

"Nevada Industry Excellence worked very well with the staff and we got a lot of benefit out of working with them. Our ERP consultants couldn't send people out for training due to COVID-19 and Alpha needed so much more intensive training in the use of the QMS system in order to proceed with ISO 9000. Having access to the NVIE team was a godsend for us. We are now much more cognizant of the quality factors and how we resolve problems. Now, when we identify a problem, we follow the process to document it towards resolution. This allows us to resolve problems quicker."

-Michael McMahon, President

RESULTS



\$50,000 in increased or retained sales



25% increased business for ISO certification required business opportunities



6 created or retained jobs



Staff no longer views technological tools as a burden, sees tech as valuable.

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