

## I CAL GROUP, LLC CERTIFIED UNDER THE ISO 9001:2015 STANDARD

**ABOUT I CAL GROUP, LLC.** On January 23, 2015 I Cal Group, LLC, of Barranquitas, Puerto Rico, was established as a calibration, measurement, and test instrument service company with the goal of providing services to industrial process, manufacturing, test laboratories, calibration center, and/or companies that required this service.

**THE CHALLENGE.** I Cal Group's customers, who are primarily medical device and pharmaceutical manufacturers, continuously demand higher standards and that suppliers operate under a formal quality system. I Cal Group realized that their quality management system needed to be upgraded. Since the company's personnel had participated in various activities sponsored by PRIMEX, part of the MEP National Network™, management contacted PRIMEX for assistance evaluating and improving the company's quality management system to meet the high customer standards.

**MEP CENTER'S ROLE.** Upon PRIMEX's initial visit, it was confirmed that ISO 9001:2008 standard certification should be the starting point for I Cal Group's formal quality system. An initial formal introduction to ISO 9001:2008 training was conducted for key personnel supporting the certification process. After this initial training I Cal Group increased the efforts towards the making sure the company's quality management system met ISO 9001:2008 requirements. All required supporting activities were improved or initiated, including, employee's commitment to meet quality standards. Internal audits and management reviews were initiated and finally, I Cal Group was audited by a certification body and received in 2016 the ISO 9001:2008 certification with PRIMEX continuous support. On 2019 I Cal Group obtained the new ISO 9001:2015 standard revision certification with PRIMEX's continuous support.

"I have always recognized that having a good quality system is essential for the proper functioning of a company. Certifying I Cal Group, LLC has been one of our goals since the beginning of the company and in Jan of 2015 we were already focusing on the processes to achieve this certification. In March of 2015 we contacted PRIMEX and Mr. Rafael Pagan, PRIMEX Performance Consultant, was introduced to the company as a representative of PRIMEX. He helped us in all areas, and was with us in each stage until we obtained the ISO 9001 certification. We are very grateful for the commitment that PRIMEX has with its clients and for being open to share its vast experience in the industry."

-Mr. Wilfredo López, Manager

## RESULTS



New markets in Florida & Costa Rica



\$117,471 in increased or retained sales



5 additional customers



3 new jobs



\$40,000 in new investment; expected to reach \$100,000

## CONTACT US



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