

ACME WORLDWIDE ENTERPRISES RISES ABOVE THE COMPETITION WITH ISO

ABOUT ACME WORLDWIDE ENTERPRISES INC. The patented dynamic-motion seats and simulators made by Acme Worldwide Enterprises impart full-force real-world sensations that give military and commercial customers the experience needed to make life-or-death decisions under fire. Clients rely on hardware and software engineering, systems integration, and testing performed by Acme Worldwide's 28 employees at its 10,000 square foot facility in Albuquerque, New Mexico.

THE CHALLENGE. Before joining Acme Worldwide Enterprises in 2008, Managing Director Eugene Moya had worked for large companies that were registered with the International Organization for Standardization (ISO). But he had never led a company through ISO registration, and he didn't think Acme was big enough to warrant the investment of time and money. That changed in 2019 when one of the company's long-time European clients added ISO certification as a contract requirement. Moya applied to the New Mexico Economic Development Department's ISO-readiness program and was matched with New Mexico MEP, part of the MEP National Network™.

MEP CENTER'S ROLE. Moya and several employees attended three days of New Mexico MEP-led classroom sessions to understand the depth of the undertaking and how it would apply to the sophisticated motion-cueing technologies the company develops. Soon after, New Mexico MEP Innovation Director Jeff Abrams spent two days at the Acme facility helping Moya's team get organized. "Those two days kicked off our activity to march down the path toward ISO certification," said Moya. Abrams, who provided expertise throughout the certification process, introduced the team to turtle diagrams, which Moya said were, "very instrumental in how we approached doing what we needed to do. They provided us with a framework." It also helped, Moya said, to "know that Abrams was just a phone call away."

"MEP is an amazing resource that we had never heard about before this. Jeff was a key, key resource that helped us achieve ISO certification. I'm very thankful that we made a connection. It's made a big difference."

-Eugene Moya, General Manager

RESULTS



\$60,000 in cost savings for implementation of ISO



Will now be more competitive, able to enhance current contracts and get new contracts



Worker behavior is more aligned with quality goals resulting in greater job satisfaction



Margins will increase due to less rework

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