

SUPERIOR HEAT TREAT LLC: MAINTAINING CUSTOMERS WITH ISO 9001:2015 CERTIFICATION

ABOUT SUPERIOR HEAT TREAT LLC. Established in 1941, Superior Heat Treat LLC is a full-service heat treating company based in Clinton Township, Michigan. A leader in meeting demanding delivery schedules and short-run production, Superior Heat Treat's commitment to quality and personalized services sets them apart from competitors. Superior Heat Treat employs 30 at their facility.

THE CHALLENGE. Superior Heat Treat planned to transition from ISO 9001:2008 to the new ISO 9001:2015 standard to maintain their current customer base. However, after receiving non-conformances on their third-party registration audit, they contacted the Michigan Manufacturing Technology Center (The Center), part the MEP National Network™, for assistance with addressing these non-conformances and putting additional controls in place in order to complete their transition.

MEP CENTER'S ROLE. Superior Heat Treat participated in The Center's four-day ISO 9001:2015 organizational transition training course to help prepare their company for the upcoming transition process. In this training, they focused on creating a transitional implementation plan, developing procedures, identifying work instructions and incorporating risk-based thinking into operations. Following training, The Center performed an internal audit on Superior Heat Treat's quality management system (QMS) to confirm that it met the requirements of the new standard. Because of this assistance, Superior Heat Treat successfully received their ISO 9001:2015 certification. To ensure that their QMS is properly maintained in the future, Superior Heat Treat will continue to conduct regularly scheduled management reviews and will use The Center to perform their internal audits.

"The Center's experts were very knowledgeable regarding the ISO 9001 standard. They shared their knowledge of the material with our company in an efficient and easy fashion."

-Mark Kaiser, President

RESULTS



\$1,500,000 in retained sales



\$50,000 in new sales



30 jobs retained, 2 jobs created



\$10,000 in cost savings



\$14,000 in new investment

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