

## WV MACHINING EXPERT IS RE-CERTIFIED TO ISO 9001 AS A RESULT OF EFFECTIVE INTERNAL AUDITS

**ABOUT PRECISION TOOL AND MACHINE.** Precision Tool located in Morgantown, WV is a leader in rapid prototyping, short-run and high-volume machining projects.

**THE CHALLENGE.** With a small staff of 9 employees, Precision Tool requires support to complete internal audits as part of a 9001:2015 system. To ensure the audits are conducted objectively, WVU Industrial Extension, part of the MEP National Network™, was requested to support the internal audit program and conduct assessments on behalf of the company. A total of six audits were planned in 2020 including extra consulting support in preparation for a re-certification audit scheduled for early 2021.

**MEP CENTER'S ROLE.** On-site audits were conducted which encompassed evaluation of the entire quality management system. Given the pandemic, extra emphasis was placed on the risk and opportunity process so that Precision Tool could integrate revised protocols that were established to manage production schedules, employee's schedules, and business continuity planning. The audits also served as training opportunities for employees to understand changes to production operations and were involved in better planning for future schedule disruptions.

The completed internal audit schedule was reviewed by the third-party registration auditor and Precision Tool passed a re-certification audit which allows them to retain clients who require such certification.

"The benefits of hiring the WVU Industrial Extension to conduct audits for our quality management system can be quantified so easily. Our biggest customer requires certification and without an effective internal audit program with qualified auditors, those sales would be lost. With a small team, our employees are extremely busy and cannot provide an independent audit of our processes. We cannot afford to hire a full time quality manager so the audit support allows us to use our salary expenses for more technical employees who can support the growth of the business. Not only does WVU Industrial Extension save us money, it supports our sales which leads to employee retention."

-Heather Cyphert, Owner

## RESULTS



System conformance supports  
9 employees



\$500,000 sales retained as a  
result of recertification



9 employees participate in  
audits which provide  
opportunities for training



Consultant hired instead of  
employee, approx \$60K

## CONTACT US



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