

## MEMS MANUFACTURER TAPS NCMEP PARTNER FOR INTERNAL AUDITING SUPPORT

**ABOUT MEMSCAP, INC.** MEMSCAP, a micro-electro-mechanical systems (MEMS) manufacturer based in Durham, North Carolina, provides the aerospace/defense, optical communications, medical and biomedical and IT/consumer industries with custom solutions based on MEMS. MEMSCAP is a leading supplier of MEMS-based passive optical networking subcomponents for telecommunications networks.

**THE CHALLENGE.** No manufacturer is an island. In order to keep an organization running, they have to seek external assistance. Whether that is to build their supply chain, to pass inspections to ensure health and safety measures are being taken or in this case to renew an ISO certification. When it was time to renew their ISO 9001 certification, MEMSCAP knew to call North Carolina Manufacturing Extension Partnership (NCMEP) partner, NC State Industry Expansion Solution (IES), part of the MEP National Network™.

**MEP CENTER'S ROLE.** MEMSCAP has leaned on IES for continuous support after it helped them receive its ISO 9001 certification. In late 2020, IES improvement specialist Nora Milley and Barbara Williams assisted MEMSCAP with a three-day Internal Auditing Support for ISO 9001:2015 renewal. "For three days, they trained four of us. They were so patient. They didn't make it feel like work," Site Manager Christine Schmid said. "They got us where we needed to be. We had a three-day audit to get re-certified and we had one minor corrective action."

Schmid says they appreciated the patience that IES showed them, "It wasn't like they threw the book at us and told us to read it. They took their time to teach us and made sure we understood no matter how long it took. Schmid is constantly impressed by IES' proactiveness, "Sometimes Nora will call me to ask how I am doing—how the organization is doing. She asks what we may need and to send her any information that she can help with. They're very proactive." In the coming years, MEMSCAP says they're hoping to continue to call on IES to help identify growth opportunities, increase employee recruitment and retention and increase the sustainability of their products. "It's like they really care about you and you aren't just another client."

**"NCMEP is always an enormous help to us every year we are grateful we are able to partner with them. Robert Crew and Nora Milley have made a positive impact on our business and are a joy to work with."**

-Christine Schmid, Site Manager

## RESULTS



15 created or retained jobs



\$650,000 in increased or retained sales



\$250,000 in cost savings



\$250,000 in new investment

## CONTACT US



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