

METAL FABRICATOR'S FUTURE SHINES BRIGHTLY WITH UPDATED QUALITY MANAGEMENT SYSTEM

ABOUT HENDRICK MANUFACTURING COMPANY. Founded in Carbondale, Pennsylvania, in 1876, Hendrick Manufacturing provides custom metal solutions to a wide range of industries. As a family-owned and operated business, Hendrick has come a long way from its origin as the first commercial manufacturer of perforated metal screens. During the past 140 years, its perforated metals market has expanded to a myriad of industries that benefit from its products' filtration/separation properties. Hendrick has also broadened its reach into the architectural market, which recognizes the utility as well as the innate aesthetic beauty of its metals.

In addition to its headquarters in Carbondale, Hendrick opened a second location in Owensboro, Kentucky, in 1974. This subsidiary was named the Hendrick Screen Company and has grown to become one of the most recognized global manufacturers of quality wedge wire and Profile Bar screens. Today, its customer number is in the thousands and includes many Fortune 500 companies with products being delivered to more than 35 countries around the world.

THE CHALLENGE. Hendrick Manufacturing, an ISO 9001:2008 certified company, desired an external resource to assist in upgrading its quality management system (QMS) for certification in ISO 9001:2015 to ensure its quality processes and protocols met client requirements. If they did not upgrade the QMS, Hendrick was at risk of losing many of its most lucrative accounts.

MEP CENTER'S ROLE. Once retained by Hendrick Manufacturing for this engagement, NEPIRC, part of the Pennsylvania MEP and the MEP National Network™, provided a two-day gap analysis of Hendrick's existing quality management system under ISO 9001:2008 to the ISO 9001:2015 standard at its headquarters in Carbondale.

In addition to the gap analysis, NEPIRC provided a one-day ISO 9001:2015 transition training to several of Hendrick's employees. The training addressed topics like setting the foundation of quality management procedures; establishing a vision, mission and objectives for the quality management system; implications of the Annex SL format; changes in wording; new requirements; understanding the concepts of the organization and its context; needs and expectations of interested parties; risk-based thinking requirements; and new top management requirements.

Lastly, NEPIRC provided an eight-day documentation revision and consultation for specific issues during the implementation of Hendrick's ISO 9001:2015 quality management system. NEPIRC made modifications to existing ISO documentation and then met with Hendrick personnel to review the changes to ensure a full understanding of the modifications.

"NEPIRC continues to provide value to our business and has come to our rescue with little notice."

-Mr. Alan Meyers, Chief Operating Officer, Hendrick Manufacturing

RESULTS



5 created or retained jobs



\$250,000 in increased or retained sales



\$20,000 in cost savings

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