

QUALITY MANAGEMENT SYSTEM IMPLEMENTATION AND
CERTIFICATION FOR START-UP COMPANY

ABOUT AMERICAN SENSING INC. American Sensing Inc. is a small, two-employee, start-up sensor manufacturer with strong technical skills and significant investment in infrastructure. The company manufactures and markets products to monitor indoor air quality.

THE CHALLENGE. The owners have extensive experience working in the aerospace industry and recognized they needed to achieve AS 9100 certification in order to increase sales in this market. As a start-up, however, they faced a challenge that they had little to no document structure or established processes to build upon.

MEP CENTER'S ROLE. The owners contacted Insyte Consulting, part of the New York MEP and the MEP National Network™, to help them achieve certification in a short time frame with minimal problems by utilizing Insyte's experienced guidance through the certification process. The first priority was to develop basic processes and procedures to enable the company to perform the necessary functions without adding restrictions on their limited resources. All procedures were developed and reviewed by the project team. Every effort was made to minimize the length and complexity of the processes.

Due to the short time of the company's existence, several new methods and metrics needed to be developed. Some of the challenges faced were: developing customer satisfaction measures for customers with little to no history; identifying all relevant interested parties; collecting sufficient data for measures; and performing internal audits. These were addressed through ownership experience, customer feedback and Insyte experience. As the development and implementation progressed the company members took on greater responsibility with the system and ownership of the documents.

The quality system was initiated and records of the functions were generated. An outside relation to the owner was chosen as the internal auditor. This individual was trained and audits were initiated. A mock audit was performed by Insyte personnel to ensure the system met all requirements of AS 9100D. The certification audit was scheduled with Phase 1 taking place in August and Phase 2 completed in September 2021.

"The whole process for developing the system and getting certified was much smoother than I expected."

-Gary Sharogradsky, President

RESULTS



50% increase in monthly sales



50% increase in sales quotations due to certification



Achieved AS9100D certification in 6 months with zero non-conformances found during the audit



The quality system is scalable to accommodate increased sales and work volume



Simplified process for achieving vendor certification from aerospace-related companies

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