

## MMEC AND MONTANA MANUFACTURER TEAM UP TO FACILITATE ISO CERTIFICATION

**ABOUT OERLIKON METCO INC.** Oerlikon Metco is a global manufacturer specializing in materials, technologies, and equipment that enhance surfaces, improving the reliability and sustainability of manufactured components. Oerlikon serves the needs of OEM clients in many industries, including aviation, power generation, automotive, oil and gas, mining, and paper. The Montana division, opened in 1987, focuses on recovering materials from oilfield drill bits. Based in Laurel, the Oerlikon facility employs 6 people, with products distributed to clients internationally.

**THE CHALLENGE.** Oerlikon places a high priority on quality management systems and tools to demonstrate its commitment to producing top quality products for its clients. The company has achieved ISO 9001 certification, a process that requires manufacturers to complete an extensive audit process showing that they meet specific standards and regulatory requirements. To retain ISO 9001 certification, the company must also comply with ongoing audit requirements.

**MEP CENTER'S ROLE.** MMEC, part of the MEP National Network™, has partnered with Oerlikon on several lean, quality management, energy audit and other efforts since 2014. Starting in 2020, the two organizations began collaborating on a series of projects to develop and execute a quarterly internal audit process to facilitate the implementation and maintenance of ISO requirements.

First, MMEC business advisors worked closely with Oerlikon management to collect and analyze baseline data that could be used to help measure progress toward meeting ISO 9001 objectives. Then, once a quarter, MMEC conducted an on-site visit and prepared an internal audit report, which identified any non-conformities with ISO requirements and recommended specific corrective actions. To promote implementation of the recommendations, MMEC also met with staff onsite to present and explain the audit findings. To date MMEC has assisted with four quarterly audits. The quarterly internal audit process helps ensure that Oerlikon is well-prepared for the formal, annual audit that determines continued ISO 9001 certification. From management's perspective, the biggest accomplishment has been that the company has had zero findings from the ISO certifying body since MMEC started supporting the process, and the external auditors have consistently complimented the quality management system as a strong one. As ISO is a key requirement of one of Oerlikon's biggest customers, the ability to show consistent positive results and a robust QMS promotes ongoing customer satisfaction.

"From the initial phase through system set-up and implementation, the team at MMEC has consistently provided the ISO expertise we needed for our quality management system."

-Rodney Purcell, Facilities/Administrative Manager

## RESULTS



\$512,000 in new or retained sales



\$20,000 in cost savings



\$37,500 in investment avoidance

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