

## FORGING QUALITY: NC STATE UNIVERSITY INDUSTRY EXPANSION SOLUTIONS PROVIDES MECHANICAL SPECIALTY, INC. WITH ISO 9001 IMPLEMENTATION SERVICES

**ABOUT MECHANICAL SPECIALTY INC.** Mechanical Specialty Inc. is a family-owned and operated precision fabrication manufacturer located in Greensboro, North Carolina, offering custom-designed, precision machining and metal fabricating for a variety of industries. The organization provides computer numerical control (CNC) machining, laser cutting, water-jet cutting, welding, finishing and assembly for turn-key solutions. Mechanical Specialty manufactured the housings for special security devices that were used in the 2018 World Cup in Russia and around the world.

**THE CHALLENGE.** As an organization whose target clients are companies that outsource their manufacturing, Mechanical Specialty's reputation and ability to attract new clients depend mostly on the quality of operations and products. "We saw a trend happening in manufacturing that to work with larger corporations you had to have some credentials and ISO 9001 was one of those," said Andrew Egbert, the business development manager for Mechanical Specialty. "We had the talent and skill but we were lacking ISO 9001 certification so we reached out to NC State University Industry Expansion Solutions (IES) to help us get started on our ISO journey."

**MEP CENTER'S ROLE.** Mechanical Specialty collaborated with Baggett to complete the ISO 9001 certification. From January to August 2021, IES implemented 15 sessions which included three days for the pre-assessment audit; two days for the internal auditor training and two days for internal audit assistance.

When asked what difference he saw after the ISO 9001 Egbert said, "With the ISO certification, we have an edge as well as a better order and flow in our facility. We've reduced wasted time, in manufacturing wasted time is the only thing you get charged for." Egbert continued, "If you waste an hour, you can't get it back and you've lost that money. Because of the quality training we received, the first batch of products is much less likely to have a defect. The product process we just went through with IES has landed us one of the largest client contracts we've ever had. The return on investment is tangible."

**"The service and technical help were priceless. IES takes into account the size of the companies they work with and works to keep the complexity of the project at the right level. We would not have achieved our ISO 9001 certification without their help."**

-Andrew Egbert, Business Development Manager

## RESULTS



\$160,000 in new investment



\$50,000 in new or retained sales

## CONTACT US



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