

SPECIALTY METAL PROCESSOR KEEPS REPUTATION UNTARNISHED THROUGH INTERNAL AUDITS

ABOUT STRAUB METAL INTERNATIONAL. Located in Wilkes-Barre, Pennsylvania, Straub Metal International (SMI) is a processor and worldwide distributor of special-recipe stainless steel used in a variety of commercial applications. In continuous operations for more than 50 years, SMI's inventory of stainless-steel alloy grades includes T409, 409 AL, T439, T441 and 18CrCb and others. Available in a variety of formats - ranging from large rolls and plates to thin sheets and coils, SMI products find their way into automotive and agricultural product, power generation equipment, HVAC components and even consumer-market caskets and aftermarket recreational vehicle parts. SMI is ISO 9001:2015 qualified by ABS Quality Evaluations and has maintained such certification since 2011.

In addition to its facility in northeastern Pennsylvania, SMI operates stocking and processing locations throughout the country to serve a global market. Additional U.S. office locations include Pittsburgh and Philadelphia, Pennsylvania; Baltimore, Maryland; Cleveland and Cincinnati, Ohio; Kansas City, Michigan; Houston and Dallas, Texas; and Los Angeles, California. Outside of the United States, Straub has offices in Toronto and Montreal, Canada.

THE CHALLENGE. To ensure the highest product quality for its clients and maintain a solid reputation in the marketplace, SMI desired to have internal audits done for its ISO 9001:2015 quality management system (QMS). Completing these internal audits would allow Straub to make any necessary corrections in advance of issues arising so that the company could enhance its continuous improvement efforts while avoiding recalls, production errors, downtimes and other negative situations. Several key SMI customers also require that the company submit evidence of its continued adherence to the standards of ISO 9001:2015 and ongoing internal audits.

MEP CENTER'S ROLE. SMI retained NEPIRC, part of the Pennsylvania MEP and the MEP National Network™, to perform internal audits of its ISO 9001:2015 QMS standard. This allowed the company to identify, review and correct the minor issues NEPIRC found during the audit process. As a result of the routine internal audits and its commitment to quality, Straub was able to retain key accounts, secure new customers, and increased order quantities from existing customers, invest money back into the company's I.T. infrastructure and, ultimately, create and retain jobs.

"Straub Metal enjoys working with the staff at NEPIRC. They have provided great services for us!"

-Jacqui Fine, Quality Coordinator

RESULTS



15 created or retained jobs



\$9,500,000 in new or retained sales



\$14,000 in improved productivity

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