

WORLD'S LEADING SOLID-STATE CONVERTER COMPANY  
RECEIVES ISO 9001 INTERNAL AUDITOR TRAINING

**ABOUT FCX.** Since 1987, FCX frequency converters and diesel ground power (GPU) units have been installed on every continent and in more than 75 countries. From their headquarters in Morgantown, West Virginia, they develop solutions that meet or exceed the requirements set forth by their customers. Every piece of FCX equipment is designed, manufactured and tested in-house under strict quality control standards for maximum reliability and performance. FCX is ISO 9001:2008 certified.

Industry leaders, including Northrop Grumman, Boeing, Lockheed Martin, major airlines and international airports - as well as U.S. and foreign militaries - rely on FCX Systems for durable products that perform well beyond the required operations.

**THE CHALLENGE.** FCX customers often require ISO 9001 certification. Their business is dependent on having a strong, sustainable quality management program that ensures customers are receiving products that meet or exceed their standards. The WVU Industrial Extension, part of the MEP National Network™, was hired to train the FCX management team to become internal auditors. This meets the requirement of their quality system certification to complete annual internal audits of their quality management system and each of its processes.

**MEP CENTER'S ROLE.** The WVU Industrial Extension conducted an ISO90001 Internal Auditing Course. This course was taught on-site to the FCX management team. The day-and-a-half training included: developing checklists, conducting document review, auditing preparation, conducting interviews, collecting objective evidence, reviewing the findings, determining non-conformances, and writing corrective and preventative actions. In addition to conducting the training, the WVU Industrial Extension consultant was able to provide specific guidance and feedback on process improvements as well.

"The WVU Industrial Extension has been an excellent partner in helping FCX maintain our ISO:9001 certification and with many other aspects of our business. Having an objective review of our internal processes is extremely valuable for us to see things from a different perspective. The WVUIE helps us meet the ISO 9001 expectation to complete internal audits and also provides insight into corrective actions. Having a certification is critical for us to maintain clients and to keep our processes standardized."

-Rick West, Quality Assurance Manager

## RESULTS



\$1,500,000 in new or retained sales



\$50,000 in training



\$30,000 in new investment



\$20,000 in cost savings



\$20,000 in new products

## CONTACT US



317 Mineral Resources  
Building  
PO Box 6070  
Morgantown, WV 26506



(304)293-6831



[www.wvmep.com](http://www.wvmep.com)



**INDUSTRIAL  
EXTENSION**