

RSG QUALITY SYSTEM REFRESH

ABOUT MASTER-BILT AKA REFRIGERATED SOLUTIONS GROUP.

RSG manufactures refrigeration systems, walk-ins, cabinets, merchandisers and control systems at their Master-Bilt facility in New Albany, Mississippi. They employ about 250 people at present, with expansion planned in the near future.

THE CHALLENGE. RSG requested follow-up support from MMA-MEP Center at Northeast Mississippi Community College (NEMCC), part of the MEP National Network™, in pursuing registration to the ISO standard in order to satisfy new and expanding customer requirements. NEMCC Workforce provides training to develop the skills that industry employers require.

MEP CENTER'S ROLE. NEMCC Workforce Quality Engineer Dale Kendrick performed an operational excellence review of RSG's existing quality system and identified opportunities to address gaps that would allow them to meet the ISO standard.

"NEMCC Workforce brought Dale Kendrick into our facility to provide a gap analysis into the ISO9001:2015 standard. They brought much experience when they brought in Dale. We were able to go step by step through the standard. This helped to identify the areas of concern that needed improvement as well as the areas that met the standard. Though we haven't reached the ISO certification just yet, we are working continuously to improve the items that Dale helped to identify. We highly encourage any employers that need assistance in Workforce development to give NEMCC Workforce a call."

-Billy Wiginton, Quality Engineer

RESULTS



20 in new or retained jobs



\$1,100,000 in new investment



\$500,000 in cost savings

CONTACT US



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Mississippi Manufacturers Association

