

ISO 9001 IMPLEMENTATION: THE PRECISE FOUNDATION FOR SMITH AND COMPANY, LLC

ABOUT SMITH AND COMPANY, LLC. Smith and Company, LLC, is a second-generation precision component manufacturing company based in Birmingham, Alabama. Innovative thinking, a can-do attitude, and eighty-plus years of experience enable Smith and Company, LLC, to create a partnership that customers appreciate. Their team is equipped with the latest precision 5-axis milling centers from Hermle and additive manufacturing platforms from Markforged which enable 3D printing with metal and composite materials. They produce precision components, assemblies, and value-added services that are used in a variety of industries such as automotive, commercial, defense, aerospace, medical, and ordnance. In addition to their ISO certification, they are ITAR (International Traffic in Arms Regulations) registered and a Federal Firearms License (FFL) Type 7 manufacturer.

THE CHALLENGE. As a new company starting operations in 2021, Smith and Company, LLC, decided to target the goal of obtaining the ISO 9001 standard to better position themselves in the marketplace with aims of continuously improving customer satisfaction, maintaining and capturing new business, and improving overall quality operational efficiencies. ATN, part of the MEP National Network™, worked directly with Chief Operating Officer Dell Smith to explain the timeline and necessary steps for achieving their ISO certification.

MEP CENTER'S ROLE. Over a six-month period, ATN assisted Smith and Company, LLC, in developing and implementing a quality management system that met the ISO 9001 standard. ATN assistance was delivered virtually and on the company's site. Assistance included several phases including an overview of the requirements, development of documentation and procedures, implementation, and a complete system internal audit with detailed reporting. ATN also assisted Smith and Company, LLC, by attending their stage 1 and stage 2 certification audits conducted by the ISO registrar.

"We were extremely pleased with the ATN support and assistance to implement the ISO9001. We started late January 2022 and received our Certification in July 2022. This certification was critical to us sustaining and growing the business. With the assistance of ATN we accomplished this in an extremely short period of time."

-Dell Smith, Chief Operating Officer

RESULTS



7 created or retained jobs



\$1,900,000 in other



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



\$1,100,000 in new products



\$100,000 in cost savings

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