

## QUALITY MANAGEMENT TO IMPROVE EFFICIENCY

**ABOUT ADVANTAGE SALES & SUPPLY.** Founded in 1996, Advantage Sales & Supply Co., Inc., is a full-service wholesaler and master distributor of rigging supplies. Located in Ridgway, Pennsylvania, they supply high-quality chain, cable, wire rope, synthetic lifting products, cargo control and rigging hardware. Advantage custom fabricates rigging products for specific applications across many industry sectors, including oil and gas. They operate in a 60,000-sq.-ft. facility with 70 employees.

**THE CHALLENGE.** Advantage Sales & Supply participated in a business assessment as part of NWIRC's COVID Recovery Program (CRP) to identify negative impacts from during the height of the pandemic. The tactical action plan recommendations included development of a formal quality management system to assist their recovery by improving efficiency and evaluating cost reduction measures.

**MEP CENTER'S ROLE.** NWIRC, part of the MEP National Network™, introduced Quality Expert Max Krug of Future State Engineering to work collaboratively with Advantage Sales to assist the company in the development of a formal quality management system (QMS) and provide their team competencies during a 4-month schedule. Training included the areas of documenting processes using process mapping, developing of a document management system, corrective action process, performing effective problem solving, and drafting their QMS manual.

"This project was extremely beneficial to our culture, for our products/services, and to our business overall. The thorough training and team development enabled us to merge the disparate quality efforts, we already had in place, into the framework for an effective quality program and a fully functional quality team. We were able to fully comprehend the breadth and value of a comprehensive quality management system. The ripple effect was clear. This project transformed us into a proactive, solution-oriented and quality-driven organization. Because the QMS project was so beneficial, we partnered with the NWIRC in other areas including culture assessments and leadership team training. The NWIRC has been instrumental in assisting us with strategically assessing our business needs and finding the resources to fulfill those gaps."

-Sandy Lawrie, General Manager

## RESULTS



3 created or retained jobs



\$200,000 in new or retained sales



\$200,000 in cost savings

## CONTACT US



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