

## MONTANA PUMP COMPANY KEEPS BUSINESS FLOWING WITH QUALITY IMPROVEMENTS

**ABOUT SRS CRISAFULLI INC.** SRS Crisafulli, Inc. (SRSC) has been solving tough pumping and dredging challenges for its clients for almost 60 years. Founded in 1966 as a family-owned company in the small town of Glendive, Montana, the company originally designed and fabricated components for irrigation pumps at local farms. Over time, SRSC has expanded its product line to include high-capacity pumps, dredges, power units, and accessories, which can be customized for specific applications or materials. Eighty percent of the staff of 30 employees is based in eastern Montana; twenty percent of staff is remote and located in Butte and Billings, Montana; North Dakota; California; Missouri; and Connecticut. SRSC earned Montana District Export Council's Exporter of the Year three times, in 2008, 2017, and 2022.

**THE CHALLENGE.** To attract new customers, the company set goals to implement industry best practices and standards prioritized by global clients. These goals included pursuing ISO 9001:2015 compliance and ISO 9001:2015 certification, which was achieved in 2022, and renewed in 2023.

**MEP CENTER'S ROLE.** For more than 20 years, Montana Manufacturing Extension Center (MMEC), part of the MEP National Network™, has provided guidance, training, and support to SRS Crisafulli, Inc. (SRSC). Beginning in 2002, SRSC worked with MMEC's Engineer, Dale Detrick, now retired. Dale worked on several projects and introduced SRSC to lean manufacturing and quality management systems. In 2009, MMEC and SRSC staff collaborated on market research.

Starting in 2021, SRSC worked with MMEC's Engineer Sheri Bartz to prepare for ISO 9001:2015 certifications. Sheri provided a clear road map for achieving ISO 9001:2015 compliance, leading to SRSC earning the ISO 9001:2015 certification the following year. In 2023, MMEC Engineer Lane Gobbs applied his technical and engineering skills to improve manufacturing processes and product reliability. Recent services include: a gap assessment, 2-day ISO 9001 class, QMS document training, internal audit training, and practice audits.

The long-term relationship between MMEC and SRSC has helped SRSC compete in the global market and pursue growth. Services provided by MMEC have helped SRSC improve product quality, increase efficiency, win bids, reduce waste and costs, while improving customer satisfaction. One significant outcome from the ISO 9001:2015 certification is SRSC's customer survey results: 100% of SRSC's customers who returned surveys responded that 1) their pump or dredge performed as promised, 2) SRSC treated them well, 3) technical materials were included, and 4) they would buy from SRSC again.

"MMEC has a great team of experts that provides excellent service to manufacturers. They have been there for us through more than 20 years of company change and growth."

-Laura Fleming, President, SRS Crisafulli

## RESULTS



5 created or retained jobs



\$360,000 in new or retained sales



\$350,000 in new investment



\$45,000 in cost savings

## CONTACT US



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