

## ISO CERTIFICATION KEEPS COMPANY IN THE SUPPLY CHAIN AND LEADS TO IMMEDIATE INCREASED SALES

**ABOUT EAGLE QUALITY COMPONENTS.** Eagle Quality Components, a family-owned and operated machining business was founded in 2010 in Tavares, Florida. The company operates with 15 employees; while small, they are an efficient job shop with a highly-qualified workforce. Eagle Quality Components focus is producing complex parts with precision to meet customer expectations. The company prioritizes the customer by examining every detail to ensure parts are manufactured to the print and delivered on time, with no hassles. Their customer base includes the aerospace, defense, medical and general industries sectors.

Eagle Quality Components offers many services for their clients, which include high precision machining, contract manufacturing, assembly, finishing, and special packaging requirements. The company has an extensive quality lab to ensure the products are made per customer specifications. The Eagle Quality Components laboratory has all the necessary equipment and gauges to properly address the customer's expectations. Product quality is a strength of Eagle Quality Components.

**THE CHALLENGE.** Eagle Quality Components needed to obtain their ISO 9001:2015 certification in order to maintain a contract. Acquiring their quality certification would equate to a significant increase in company revenue. The addition of the certification would also lead to increasing their customer base. The certification is a highly sought after qualifier for companies doing business. By adding this certification, they would increase sales immediately with their existing customers and increase their chances to grow their business with new customers.

**MEP CENTER'S ROLE.** Eagle Quality Components reached out to the Manufacturers Association of Central Florida, part of the FloridaMakes Network and the MEP National Network™, for assistance. FloridaMakes conducted a manufacturer assessment. The assessment evaluated the current state of the operations, which included the machining, quality lab, warehouse areas and MRP system. One deliverable from the assessment produced a recommendation to fully implement ISO9001:2015 quality management system. FloridaMakes and their team of specialists implemented the ISO QMS for Eagle Quality Components. The completion of the project resulted in immediate sales from one of their existing customers.

"The FloridaMakes team was an integral part of our team acquiring our ISO 9001:2015 certification. This allowed us to receive several new orders from our existing customers along with several new customers. I highly recommend the FloridaMakes team if you are pursuing any certification status."

-Mike Soos, VP Operations

## RESULTS



2 jobs created and 2 retained



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



\$560,000 in new investment



\$10,000 in investment cost savings

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