

SUCCESS IN OPERATIONS

ABOUT THE CALDWELL GROUP INC. The Caldwell Group Inc., a material handling equipment manufacturer in Rockford with 75 employees, has provided their customers with a variety of high-quality workplace products, including industrial lifting and forklift truck attachments for over 70 years. They specialize in working with companies with large factories who require heavy machinery to organize and run their facility.

THE CHALLENGE. The leadership at The Caldwell Group recognized the importance and long-lasting positive impacts of receiving the ISO 9001:2015 certification, as it provides another level of credibility to their reputation. The certification provides further evidence that the work being done in their organization is of the upmost quality, especially when much of the work being done already fits within the parameters of the certification. The Caldwell Group connected with IMEC, part of the MEP National Network™, knowing that they can provide the necessary tools to help them complete the ISO 9001:2015 certification.

MEP CENTER'S ROLE. The Caldwell Group connected with IMEC in August of 2023 with the desire to complete their ISO 9001:2015 certification. The certificate requires auditor training over a 2-1/2-day period for up to 7 employees, in which they participate in both classroom and hands-on training in the facility. The training is designed to provide credentials to leaders in the organization for ISO 9001:2015, as well as meet and exceed the requirements to obtain the certification.

The training starts with an overview of the standards and requirements of the certification and provides a full understanding of what is required both now and in the future. This includes both a presentation-style session as well as a visual real-time session in the facility to help put the concepts of the training into the organization. Day 2 provides a strong focus on the audit process, including how to use the tools and resources, developing a strong audit question matrix, problem identification, audit writing, and completing closing meetings. The 3rd day consists of a comprehensive mock audit, where participants will complete hands-on an audit from the start to completion, further ensuring the understanding and preparation as an auditor. This ending session brings all the insights learned within the first 2 days together to show how the ISO 9001:2015 quality management system acts throughout the entire workplace.

The Caldwell Group Inc. successfully completed the ISO 9001:2015 auditor training and earned their certificate in September of 2023. The certificate helps The Caldwell Group to reach more potential customers, build upon their positive reputation, and set themselves up for great success moving forward.

"IMEC has been a very capable resource for Caldwell in various areas of our operations. From supply chain assistance to ISO certifications/training, IMEC has been there when we needed them."

-Chip Barr, Continuous Improvement Manager

RESULTS



\$74,923 in aggregate impacts



\$36,747 in new sales



7 employee certifications in ISO 9001:2015

CONTACT US



1501 W. Bradley Ave.
Bradley University
Peoria, IL 61625



(888)806-4632



www.imec.org



Together We Achieve Excellence