

ACRT QUALITY GAP ASSESSMENT

ABOUT ACRT, INC. Headquartered in Stow, Ohio, ACRT Services serves utilities throughout the United States, providing vegetation management, technology solutions, and more. As an employee-owned company, ACRT Services values its people - its employees, customers, and the communities its customers serve. It engages the best people to foster resiliency, environmental stewardship, compliance, stakeholder partnerships, and safer communities. ACRT Services is comprised of four subsidiaries: ACRT, ACRT Pacific, Bermex, and EnviroScience. ACRT's primary objective is to be an end-to-end solution provider for utility companies, so they can provide safe and reliable service to their customers and members.

THE CHALLENGE. ACRT leadership identified a need to improve its existing quality management system. One key area of interest was becoming ISO 9001 certified to align with their business plan and help achieve business goals. With limited knowledge regarding ISO 9001 (2015) quality systems, and the lack of a quality expert on staff with overall quality system knowledge and implementation, ACRT leadership looked to MAGNET, part of the MEP National Network™, to provide this expertise. Specifically, they wanted someone to train them in ISO 9001 and then perform a gap analysis of their existing quality system to the ISO quality standard.

MEP CENTER'S ROLE. MAGNET assessed ACRT's current quality system to the ISO standard. MAGNET provided a report that identified where the gaps were to the ISO standard, and outlined the current strengths of their system. Once the gap analysis was completed, MAGNET held a high level review and facilitated discussion to review the pros and cons of implementing a ISO 9001 quality system. This discussion also covered the costs of registering and implementing an ISO system.

"MAGNET was great to work with right from the start. We knew we were not a traditional customer but they came highly recommended. e worked with them to create a project that was tailored to our needs. Gwido Dlugopolsky was very knowledgeable and helped us work through the project. The project helped us inform our future strategy."

-Troy Ross, Chief Operating Officer

RESULTS



\$425,000 in new investment



\$50,000 in cost savings

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