

TRUE TO ITS WORD: SPECIALTY ROLLER & MACHINE DOESN'T ROLL PAST ITS COMMITMENT TO QUALITY

ABOUT SPECIALTY ROLLER & MACHINE, INC. Specialty Roller & Machine concentrates on the manufacture of precision machined components and the production of new and refurbished urethane or rubber-coated parts, including rolls, rollers and wheels. Located in Berwick, Pennsylvania, Specialty Roller & Machine has over 10,000 square feet of manufacturing space, and its precision machining services include turning, milling, drilling, tapping, grinding, polishing and assembly. Specialty Roller & Machine's urethane/rubber services include the ability to strip, cast, cure, and machine finish new or refurbished rolls, rollers, wheels and any related solid or coated parts and accessories.

Its highly skilled staff has over 25 years' experience in the resurfacing of coated rollers. Specialty Roller & Machine's expert craftsmen allow the company to supply its customers with the highest quality parts on time and at a fair price. From initial inquiry to final shipment, Specialty Roller & Machine is committed to supplying the highest quality products with outstanding customer service.

THE CHALLENGE. To ensure the highest product quality for its clients and maintain a solid reputation in the marketplace, Specialty Roller & Machine wanted to have an internal audit done for its ISO 9001:2015 quality management system (QMS). Completing this internal audit would allow Specialty Roller & Machine to make any necessary corrections in advance of issues arising, enabling the company to enhance its continuous improvement efforts while avoiding recalls, production errors, downtimes and other negative situations. Several of the company's key customers also require evidence of Specialty Roller & Machine's continued adherence to ISO 9001:2015 standards and ongoing internal audits.

MEP CENTER'S ROLE. Specialty Roller & Machine retained NEPIRC, part of the Pennsylvania MEP and the MEP National Network, to perform an internal audit of its ISO 9001:2015 QMS standard. This allowed the company to identify, review and correct the minor issues NEPIRC found during the audit process. As a result of the routine internal audit and its commitment to quality, Specialty Roller & Machine was able to retain key accounts, secure new customers, increase order quantities from existing customers, invest money back into the company's I.T. infrastructure and, ultimately, create and retain jobs.

"NEPIRC's people are highly knowledgeable, skilled and professional. We enjoy working with them on our projects."

-Harry Davies, President

RESULTS



5 jobs created or retained



\$500,000 in new or retained sales

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