

ISO CERTIFICATION & QMS IMPLEMENTATION/IMPROVEMENT

ABOUT CHanneled RESOURCES GROUP. Founded in 1978, Channeled Resources Group purchases and processes paper fibers for the paper industry. Today, with facilities in Illinois, Wisconsin, and Ontario, they offer cost-effective products including release liner, pressure-sensitive roll label stock and industrial adhesive tape. Release liner is used in a wide variety of applications. The liner division is in Wisconsin and offers benefits including custom coating, water-based flexo- printing, narrow width slitting, 4-week or less lead time, custom run orders and differential release of silicone coated release liner.

THE CHALLENGE. The parent company of Channel Resources Group identified the potential of what a ISO 9001 certification would bring to the organization. Two factors drove the decision to pursue the certification: 1) The implementation/improvement of the quality management system (QMS) will support and strengthen the organization, and 2) ISO certification supports the growth and confidence in expanding markets and existing customers. Channel Resources group turned to UW-Stout's MOC, part of the Wisconsin MEP and the MEP National Network™.

MEP CENTER'S ROLE. A resource was sought to guide an ISO 9001 QMS Facilitation to meet the ISO 9001 standard with best practices and supporting customers. "The experience of UW-Stout's MOC was the value in partnering on this initiative", stated Chad R., quality manager. "This was the most effective ISO implementation I have ever been through", said Matt Cain, division leader. "MOC guided us through a change process while adopting the good things we do."

"The MOC staff was excellent working with our people. They fostered an understand of the practices and the value of the system.

-Matthew Cain, Director of Manufacturing

RESULTS



Reduced timeline to certification by **1** year



QMS and certification supports growth plan to double sales and market share within the next **2** years



Able to service markets that were not accessible prior to ISO certification

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