

INNOVATION AND QUALITY: OPTI MANUFACTURING'S SUCCESS
JOURNEY WITH PUERTO RICO MANUFACTURING EXTENSION

ABOUT OPTI MANUFACTURING CORPORATION. OPTI

Manufacturing, a corporation based in Luquillo, Puerto Rico, was founded by Mr. Pablo D. Aguayo in September 1990 through a takeover of the former HTL Caribe Inc. plant, which was a Pacific Scientific Company subsidiary. Since then, OPTI Manufacturing has acquired all the rights to manufacture, sell, and service pacific scientific aircraft cable tensiometers.

THE CHALLENGE. In 2008 OPTI achieved its first certification in the quality system ISO9001:2000 after numerous collaborations with the Puerto Rico Manufacturing Extension (PRiMEX), part of the MEP National Network™. In 2010, it obtained third place in the UPS Entrepreneurship Award with more than 800 competitors from 14 Latin American countries sending their cases representing a wide range of industries such as health, information technology, services, and manufacturing. Not satisfied with all the successes achieved previously, OPTI's executives were committed to obtaining a new quality certification. In 2012 OPTI met all the requirements to be certified in AS9100:2009C. This certification made OPTI Manufacturing Corp. the first Puerto Rican company to obtain an aerospace quality system certification. Today OPTI remains committed and maintains the certification in AS9100D by continuing to offer its customers a better great quality product and a responsible service, in creating new projects to continue offering variety on its products and remains at the forefront of the global manufacturing industries. When OPTI needed help with this maintenance, the company once again turned to the team at PRiMEX.

MEP CENTER'S ROLE. OPTI contacted PRiMEX experts in quality systems in the AS9100 standards and technological tools. PRiMEX consultants assisted the company with maintaining stable quality systems, internal auditing, employee training. The PRiMEX team also provided strategies and techniques on process improvement that will help OPTI continue leading the industry.

"We have a long relationship with Puerto Pico Manufacturing Extension, we have maintained their services since 2006, which has helped us maintain our quality system and continue growing and implementing better processes that guarantee continuous improvement to offer our customers quality products and services. Likewise, with its expert consultants we have been able to bring new products into the cables department, incorporating new jobs and greater service to our clients. With their services we have been able to maintain continuous improvement, complying with all quality standards and guaranteeing the best customer service that keeps us at the forefront within the industry. We are very grateful for the assistance provided and ongoing consulting services to support the growth and stability of our business."

-Jorge R. Aguayo, Vice President of Operations

RESULTS



10 new jobs in the cables department. Tech support to designs new products strategies



15% improvement in productivity



Employees are periodically trained to ensure quality commitment in AS9100D.



Recertified without non-conformity under AS9100D since 2012.



New products into the cables department

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