

FORGING QUALITY AND GROWTH: MULLETS ALUMINUM'S LEAP TO ISO EXCELLENCE

ABOUT MULLET'S ALUMINUM. Mullet's Aluminum of Sarasota, Florida, is a leading provider of aluminum products for commercial, residential, and condominium applications. With a reputation for quality and innovation, the company specializes in an array of products including railings, gates, and more, all showcased in their expansive product image galleries.

THE CHALLENGE. Mullet's Aluminum was at a critical juncture. While the company had a strong market presence and a commitment to quality, there was a growing recognition that achieving and maintaining an ISO 9001:2015 certification would be crucial to their continued success and differentiation in the market. The certification was not just a badge of honor—it was a framework that could streamline their processes, improve efficiency, and enhance customer confidence.

However, the journey to ISO certification posed significant challenges, including the need to educate a diverse workforce, update internal procedures, and prepare for the stringent auditing process that certification demands. The company reached out to the Sarasota-Manatee Manufacturers Association (SAMA), part of the FloridaMakes network and the MEP National Network™, for assistance.

MEP CENTER'S ROLE. FloridaMakes stepped in to provide the necessary training and facilitation that would pave the way for Mullet's Aluminum to achieve ISO 9001:2015 certification. The customized training program was meticulously designed to educate new employees on the quality management system (QMS) while also empowering existing employees with deeper insights into the system and their particular responsibilities. FloridaMakes' facilitators worked closely with Mullet's Aluminum to ensure that their QMS not only met the ISO standards but was also practically applicable to their specific operational context. The comprehensive training was complemented by guidance on conducting internal audits and preparing for external ones, ensuring that Mullet's Aluminum was not just ready for certification, but also for continuous improvement and resilience in quality management.

"The journey to ISO 9001:2015 certification, guided by the FloridaMakes team, has been transformative for Mullet's Aluminum. The expertise and training provided have not only ingrained a culture of quality across our operations but have directly translated to increased sales and cost savings. These benefits, combined with the creation and retention of jobs, reflect the tangible impact of this partnership. We are proud to have elevated our QMS understanding and are now thoroughly prepared for any audit challenges ahead. FloridaMakes has been an integral part of our growth and quality assurance success."

-Travis Mullet, President

RESULTS



5 new jobs created and 45 retained



\$3,000,000 in increased sales and \$1,000,000 retained sales



\$250,000 saved from avoided unnecessary investments

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