

ISO 9001:2015 IMPLEMENTATION

ABOUT TSI POWER CORP. TSI Power makes the highest-quality power solutions available. TSI's off-the-shelf and custom products are engineered to perform continuously, and reliably, at the outer limits of their stated specifications. Customers around the world rely on TSI Power to protect their mission-critical applications. Headquartered in Antigo, Wisconsin, TSI Power thrives on being located in a small community with a stable work force and ready access to major component suppliers. TSI designs, engineers, manufactures and services all products in north central Wisconsin, and believes that employee skills, coupled with stability, are the foundation to providing high quality power products.

THE CHALLENGE. TSI Power wanted to obtain an ISO 9001 registration. High-level decision makers were involved and needed assistance from UW-Stout Manufacturing Outreach Center (MOC), part of the Wisconsin MEP and the MEP National Network™. There was a previously unsuccessful effort to obtain ISO 9001 registration. This effort failed primarily due to failure to prioritize.

MEP CENTER'S ROLE. MOC worked to forge an effective executive team in which all people felt comfortable providing input rather than key decision makers providing all input. Several key executives had a tendency to "ping pong" around and dive too deep into the details. MOC assisted in focusing the group, and the organization, on the ultimate goal to develop a relevant, effective QMS which conformed to the ISO standard. Through this process, the team found and incorporated a sustainable culture that allows everyone in the organization to flourish.

"We went from wanting a standard to developing and implementing a system which not only meets, but far exceeds the standard. We initiated this process with the goal of obtaining an ISO 9001 registration. We successfully obtained the registration (and advertise it), and more importantly UW-Stout MOC helped us to realize that the real value is in developing and using a relevant QMS that suits our company. Thanks to this painstaking labor, we have transformed our company into a much better one. This transformation may not have taken place at all without UW-Stout MOC."

-David Nystrom, President

RESULTS



30% of 2 major orders would have been lost due to non-conformance without this project



40% reduction in production quality errors



2 employees came forward to express the improved culture and benefits of it since the project

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