

AN ENJOYABLE ISO JOURNEY

ABOUT SNX PRECISION. SNX Precision is an OEM and contract precision manufacturer located in Sauk Rapids, Minnesota. This privately-owned company of 7 employees specializes in machining, milling, turning, and assembly. Their propriety nVision Edgebanding System gives them specialized expertise in mechanical and electrical assemblies, which they bring to customers around the region. The nVision system is used by table and desk manufacturers to provide seamless joints and edges on tables, desks, and other work surfaces.

THE CHALLENGE. SNX Precision is part of a two-company business operation along with SNX Technologies, both under the same ownership group. SNX Precision is the manufacturing side, selling its nVision Edgebanding System product exclusively to SNX Technologies, which manages sales and distribution of the product.

As an independent but closely linked business, SNX Precision wanted to diversify its client portfolio by offering its manufacturing expertise to a wider range of customers. This strategic shift was designed to give the company greater resilience and the ability to grow. A key component of SNX Precision's ability to enter new targeted markets was to become ISO 9001:2015 certified. As a small team, they needed support developing their ISO system, documenting processes, and increasing the knowledge base of their employees.

MEP CENTER'S ROLE. SNX Precision contacted Enterprise Minnesota, part of the MEP National Network™, based on a recommendation from a staff member's previous employer, a partner in the Minnesota CareerForce System. After a brief consultation, they signed a project with ISO business management systems expert Keith Gadacz.

The SNX Precision team had some background in ISO 9001:2015 and Keith was able to guide them in refining their process documentation to meet the standards' requirements. He helped them put the structure in place, so all the details of their operation were covered. The SNX team utilized the development of their ISO system to incorporate "plan, do, check, act" into their daily operations and have continued to make their processes stronger, more user-friendly, and better with each revision.

When it came time for their certification audit, there were no corrective actions or findings. In their corresponding surveillance audit, they passed again with equally impressive results. The ISO 9001:2015 certification has allowed SNX Precision to expand their business and compete on new jobs that they previously would have been excluded from.

"We enjoyed working with Enterprise Minnesota. They helped us to successfully complete our ISO certification journey, which has allowed us to pursue external customers and expand our customer base. It was a lot of work to become ISO certified, but with Keith's help, it was an enjoyable journey. Enterprise Minnesota helped us plan a lot better, found the holes we had in our system, and guided us in the right direction."

-Nancy Kircher, Chief Financial Officer

RESULTS



7 jobs retained



\$700,000 in new or retained sales



\$175,000 saved in unnecessary investments avoided



\$61,000 in new investment in plant or equipment

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