

## PURDUE MEP GUIDES ELECTRONICS INC THROUGH ISO CERTIFICATION, ENHANCING QUALITY AND CUSTOMER SATISFACTION

**ABOUT ELECTRONICS INCORPORATED.** Located in Mishawaka, Indiana, Electronics Inc (EI) supplies products and services for the shot peening and blast cleaning industries. Their product line includes media flow control valves (the MagnaValve®) for air and wheel blast machines, media flow monitors, certified Almen test strips, and Almen gauges. These products are used in aerospace, automotive, medical, energy, and other manufacturing applications. EI recently celebrated its 50th anniversary.

**THE CHALLENGE.** With a significant portion of its clients in the aerospace and medical device industries, EI was pressured by its customers to obtain ISO 9001 certification to meet vendor requirements. EI initiated ISO certification in the past; some items had been organized, but the certification process was never completed. Knowing the obstacles ahead, EI contacted Purdue MEP for guidance and assistance.

**MEP CENTER'S ROLE.** Purdue MEP was onsite with EI for 11 days of onsite training, development, and implementation of ISO 9001 standards and an additional two days of internal auditor training. Working with a team from EI, Purdue MEP spent time reviewing the ISO 9001 standard and discovering what current processes met the standard without requiring significant change. Quality measures were identified, and the reporting mechanisms were implemented. Five members of the EI team were also trained as internal auditors.

After earning ISO certification, EI has seen improvements in the quality of the metrics it monitors. Although product quality assurance has always been high, now the company has the data to monitor for small deviations.

**"Although some might argue we could have become ISO 9001 certified without the assistance of Purdue MEP, I'd say having the training and support of Purdue MEP was immeasurable. Purdue MEP has a well-organized system that is effective, and they spent time adapting it to our needs and processes and making it applicable to us. Having Purdue MEP alongside us for the journey gave us confidence in our pursuit. We can't thank them enough."**

-Jack Champaigne, President

## RESULTS



5 members of EI team trained as internal auditors



2 new quality positions within the organization.



Better cross-departmental functions throughout the organization.

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