

EXPERIENCE MATTERS WHEN IT COMES TO QUALITY AT  
DAKOTALAND MANUFACTURING

**ABOUT DAKOTALAND WATERTOWN.** With 130,000 square feet across facilities in Watertown and Sioux Falls, South Dakota, Dakotaland Manufacturing scales production to meet the machining, fabrication and finishing services of both large and small customers alike. Their UPSCALE philosophy guides their top-quality outcomes and unrivaled customer satisfaction. The Dakotaland team Understands their customers' needs, delivers Perfect quality, maintains a culture of Safety and Continuous improvement, involves All employees in decisions, demonstrates Leadership at every level and prioritizes Employee wellness. This philosophy enables Dakotaland to build better products, better experiences, and a better future.

**THE CHALLENGE.** In order to ensure that Dakotaland can deliver on its promises to its customers and team, it was essential for them to have a solid quality management system, which for Dakotaland is ISO 9001. Dakotaland sought the services of Brad Fischer, a business advisor with SD Manufacturing and Technology Solutions and part of the MEP National Network™, for help maintaining ISO 9001 certification.

**MEP CENTER'S ROLE.** Fischer helped Dakotaland perform the required internal audits, enabling the company to maintain ISO 9001 certification. With this guidance, Dakotaland can be confident that they will continue to provide the services to their customers and support to their team that embodies their UPSCALE philosophy.

"Dakotaland Manufacturing has been very pleased with services provided from the SD Manufacturing & Technology Solutions department for coming in on an annual basis, completing our Internal Audits to the 2015 ISO 9001 Standards. Dakotaland Manufacturing has been using this service for the past 6 years and will continue to do so.

With Brad's nearly 30 years of manufacturing experience, his knowledge has been a great asset when reviewing manuals, procedures, and work instructions. During our most recent recertification audit we had zero findings."

-Rich Shirley, QA Manager

## RESULTS



25 jobs created or retained



\$7,500,000 in new or retained sales



\$1,200,000 in new investment



\$16,000 in training

## CONTACT US



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