

WORTH THE INVESTMENT

ABOUT EXCELSIOR TOOL CO INC. Excelsior Tool designs and fabricates precision plastic injection molds from their manufacturing facility in Maple Plain, Minnesota. Founded in 1979, Excelsior Tool is an 11-person company that has grown steadily in its niche of quick turnaround projects, specializing in automotive, aerospace, medical device, and commercial segments.

THE CHALLENGE. Excelsior Tool had a desire to smooth out the vagaries and ups and downs in their customer demand, which was very hard to predict. The leadership team wanted to become ISO 9001:2015 certified in part to help better understand their key customers and processes and create a more consistent workload. They also saw ISO certification as an important step in retaining key client relationships in their highly regulated customer markets. As a small operation, they lacked the resources to accomplish ISO certification on their own, so they reached out to the experts at Enterprise Minnesota, part of the MEP National Network™, to guide them through the process.

MEP CENTER'S ROLE. After an initial quality management system assessment, Excelsior Tool began the project of becoming ISO 9001:2015 certified. By working with Enterprise Minnesota consultants, the Excelsior Tool team was able to create robust process documentation and understand the demand patterns in their key stakeholders. The company passed their initial certification audit with no major findings. Becoming ISO 9001 certified has allowed Excelsior Tool to retain key customers and the company has utilized the business management system to guide them through a substantial increase in demand.

"Getting our ISO system set up was a lot of work and everybody was involved. Now that it's up and running, it has been worth the investment. We followed our worst year ever with the best year we've ever had. Things just really took off, and ISO helped us cope with the unprecedented level of sales."

-Scott Thomsen, Operations Manager and Co-owner

RESULTS



6 jobs retained, 2 jobs created



\$344,000 in retained sales



\$6,000 in increased investment in workforce practices or employee skills

CONTACT US



2100 Summer Street
Suite 150
Minneapolis, MN 55413-3013



(612)373-2900



www.enterpriseminnesota.org

