

ISO 9001 PROVIDES A STRONG FOUNDATION FOR PTS, INC.

ABOUT PTS EXPEDITIONARY COMMUNICATIONS, INC. PTS, Inc., founded in 1996 in Huntsville, Alabama, is proudly dedicated to supporting all branches of the U.S. military. The company specializes in manufacturing innovative expeditionary communication solutions. In 2000, PTS developed its signature Power Supply Docking Station (PSDS), designed to be compatible with SINCGARS, Harris, and Raytheon tactical radio systems. These lightweight, ergonomic systems—along with Modular Expeditionary Communications Kits (E-Kits™) and complete antenna solutions—enable rapid, reliable communication for mobile command posts, combat operations centers, and forward operating bases worldwide. PTS partners with other small businesses in North Alabama to ensure high-quality production. With two locations, PTS has management headquartered in Huntsville, AL, and engineering and manufacturing at its Arab, AL facility.

THE CHALLENGE. To expand its capabilities in the engineering and manufacturing sector, PTS, Inc. acquired a company in Arab, Alabama, thereby enhancing its design and production capacity and footprint. With operations now spanning two locations, the organization faced the challenge of aligning management systems and operational processes across both sites to ensure consistency, efficiency, and quality. Recognizing the importance of standardized processes—not only for internal performance but also to meet customer expectations—PTS, Inc. sought to implement a robust quality management system in line with ISO 9001:2015 standards. To support this initiative, PTS partnered with the Alabama Technology Network (ATN) for expert guidance in preparing for ISO 9001:2015 compliance.

MEP CENTER'S ROLE. Over a four-month period, Alabama Technology Network (ATN) partnered with PTS, Inc. to support its ISO 9001:2015 certification journey. ATN conducted a comprehensive review of the company's quality manuals, forms, flowcharts, and procedures to identify areas needing updates or alignment with ISO 9001 standards. In addition to technical guidance, ATN provided targeted education and training for employees and management, fostering a strong understanding of ISO principles and the importance of a quality management system across all levels of the organization. Through this collaborative effort, PTS, Inc. achieved a key milestone in its ongoing commitment to quality, operational excellence, and customer satisfaction. As a result of the initiative, PTS not only strengthened its internal processes but also expanded its customer base and secured new sales opportunities.

"Working with ATN was an enjoyable experience. They asked the right questions, understood our business, and then guided us through ISO 9001:2015 so we could continue to improve."

-Russell Brown, Operations Manager

RESULTS



\$750,000 increased sales



\$150,000 retained sales



8 retained jobs



1 increased job

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