

KONRADY PLASTIC'S ISO 9001 JOURNEY: BUILDING A FOUNDATION FOR GROWTH AND EXCELLENCE

ABOUT KONRADY PLASTICS. Konrady Plastics, a certified women-owned business based in Portage, IN, is a family-operated manufacturer and distributor specializing in plastic components, with over 40 years of industry expertise. The company partners with heavy industries and original equipment manufacturers to integrate machined plastic parts into their operations, optimizing production processes and minimizing downtime from equipment repairs.

THE CHALLENGE. Through discussions with their customers, Konrady Plastics identified implementing a Quality Management System (QMS) as their most significant opportunity for improvement. They recognized that achieving ISO 9001 certification would enhance their internal processes and strengthen customer confidence. Following a thorough gap analysis to establish their baseline, Konrady Plastics developed a strategic plan outlining the steps needed to achieve ISO certification. During this process, it became clear that external expertise would be essential to ensure successful completion of the certification, prompting them to connect with Purdue MEP.

MEP CENTER'S ROLE. Purdue MEP delivered ISO 9001 Internal Auditor training through a two-day program, equipping the Konrady team with the knowledge and skills to audit their quality system in accordance with the ISO 9001:2015 standard. Additionally, ISO 9001:2015 QMS Implementation Assistance was provided, with a Purdue MEP team member offering guidance and support throughout all QMS implementation activities and recommendations for writing standards that were not yet in place. The assistance helped align Konrady Plastics' existing systems with the ISO standards and requirements.

With ISO 9001 certification, Konrady Plastics has significantly enhanced its ability to meet customer needs with greater sophistication. The certification enabled the hiring of a high-level Quality Manager who has seamlessly integrated quality into production processes, fostering collaboration rather than conflict. The production team has fully embraced ISO and takes pride in the achievement. Konrady Plastics continues to streamline operations and uncover new efficiencies. They have implemented a robust corrective and preventive action process, ensuring accountability and preventing repeated mistakes.

"Without Purdue MEP's assistance, Konrady Plastics would never have pursued ISO certification when we did—it felt too overwhelming and daunting to tackle on our own. While the funding was incredibly helpful, the consultant made all the difference. She was the perfect fit for our team, providing encouragement and guidance whenever we doubted our path forward, and kept us moving in the right direction. She came in with a structure that helped guide the process and ensure success. We are extremely grateful."

-Leah Konrady, CEO

RESULTS



Offset **\$16,000** in training and implementation services through grant funding



Trained **4** team members who now have accountability for the ISO process



Added new role of Quality Manager; anticipate adding a Quality Technician too



Anticipated growth of **9%** in CY 2025 and another 9% in the following year

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