



BACKGROUND

VER-MAC Industries, Inc., a Central Ohio manufacturing client that makes metal wire frame products, was dealing with a Quality Management System that had been previously installed by another Operational Excellence consulting firm. The system was burdensome and did not provide adequate procedures and methodologies to detect, track and react to defects and quality issues in a timely manner. Costs, customer satisfaction and productivity were challenged and presented opportunities for significant improvement.

CHALLENGE

VER-MAC's needed to define Standard Work Practices and Procedures that would be applied across the organization to reduce errors, defects, wastes and costs while increasing yields and efficiencies. The new system needed to provide an increased confidence in the ability to deliver quality products on-time and at known costs, without frequent burdensome and non-value added internal inspection processes. The client needed to know that they were building the products right the first time through their processes.

POLYMEROHIO'S SOLUTION

PolymerOhio was retained to assess the situation, propose a solution and guide the work to deliver a new structured Quality Management System. It was determined that a fully integrated and properly executed ISO 9001:2015 system with all of the supporting processes and methods would deliver a result that allowed the client to run their business with confidence. Standard work, defect tracking, process capability studies and process mapping are a few of the tools being utilized in this work.

OUTCOME

VER-MAC has received their ISO 9001:2015 certification. The ISO culture has provided them with a new robust Quality Management System and the ability to proudly display the ISO certification in front of their operation. VER-MAC's customers can have new confidence in the quality and consistency of the products that they purchase from the operation. The ISO certification also acts as a valuable marketing tool to use as the company expands its business into new markets while enjoying new efficiencies, reduced costs and increased quality.

Equally valuable to the organization is the extensive training that VER-MAC's project team has received as a part of this work. Among other things, the team has been trained in Failure Mode & Effect (FMEA) processes and Risk Analysis. The process has now produced Standard Work and job process documents as well as Process Maps and documentation of internal processes. Improved quality, consistency, customer satisfaction and profitability is resulting as a result of reduced waste and rework.

“Focus, expertise and unparalleled customer service are our competitive advantages as well as our keys to success. This success can be attributed to our ability to define our niche within the sign industry, listen to the customer, and deliver a quality product in a timely manner.”

~VER-MAC Industries, Inc.

