



IMPACT

PRESENTED BY DQS INC.

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Manufacturing Extension Partnerships

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“Working with an MEP Center lets you tap into that network in the MEP Center, in academic partners, and in the National Labs.”

Small and medium-sized manufacturers (SMMs) face various challenges. With the resource of Manufacturing Extension Partnership Center, or MEP Centers, companies can get much needed resources and access to experts to help them succeed.

MEP Centers hire subject matter experts who have experience in various areas – such as productivity, quality, cyber security, business growth, and advanced technologies – where they can be of assistance to these SMMs. “I lived and breathed manufacturing for 28 years,” said Sharon Ohman, Senior Services Manager – Quality Assurance at the Purdue University Manufacturing Extension Partnership.

They also build tools that companies can use, such as spreadsheets and templates. “Sometimes it’s a matter of helping them develop a checklist or something they can use internally,” said Ohman.

They even offer training for companies. For the Purdue University MEP Center, they have conducted onsite trainings at the company’s facility as well as hosted public workshops where companies can send certain employees to. These are internal auditor training for management systems (ISO 9001, IATF 16949, AS9100, ISO 14001, ISO 45001) and skilled for success (working with workforce development – training to help build workforce skills and basic manufacturing knowledge).

California Manufacturing Technology Consulting® (CMTC), the largest MEP Center in the country, acts as a trusted advisor and honest broker for these companies. CMTC delivers technical, financial, and growth services to SMMs in California and helps them to increase their productivity and global competitiveness.

In California and across the nation, 99% of the manufacturing companies are small or medium-sized and roughly 70% have less than 20 employees. As a non-profit, companies can trust that CMTC is working in their best interest. They connect clients with the best products and solutions for their needs instead of

promoting a certain product. The MEP program is based at the National Institute of Standards and Technology (NIST). As such, every client served receives a NIST surveys to measure the impact of the services provided. The results of these surveys are tied to the MEP Centers’ funding. MEP Centers help clients implement the most effective solutions so the clients report great survey results, which in turn allow the MEP Centers to continue to receive MEP funding to help other companies.

As an added benefit, working with MEP Centers lets smaller companies use their networks.

“We all have a vast network of manufacturing and technical expertise across the MEP National Network and our partner organizations,” said Gregg Profozich, Director of Advanced Manufacturing Technologies at CMTC. “Working with an MEP Center lets you tap into that network in the MEP Center, in academic partners, and in the National Labs.”

Just like all other organizations, MEP Centers have been navigating the new normal with COVID-19 restrictions for the last 6 months.

For the Purdue University MEP Center, they took the time where they couldn’t travel and used it to convert 75-80% of their onsite courses to remote courses through WebEx. They were also able to help companies implement their quality system through Microsoft Teams, which worked out well too.

CMTC is working on assisting companies through this transition as well. They have been deploying regionally located service providers to identify and understand manufacturers’ specific needs, challenges, and opportunities, and provide customized virtual services for recovery and growth.

Even before the pandemic, MEP Centers have been helping companies to succeed. As a federally funded resource, we encourage customers to check out how you can benefit.



QUICK FACTS

- Choreography By Gail, Inc. provides casting for productions as well as casting
- ISO 9001 certification was required by their customer, NYK Cruise Company
- CBG, Inc. has been certified to ISO 9001 since 8/28/2019

“With the flexibility offered by ISO 9001, more and more service organizations are seeing the benefits of obtaining certification”

ISO 9001 for the Service Industry

Meet Gail Davies of Choreography By Gail, Inc. (CBG) of Las Vegas, NV. Gail with her husband Buzz Wolfe are the dynamic pair behind the organization providing turnkey production talent casting and design of choreographic / artistic services for the entertainment industry, including commercial cruise lines. Also, they are the proud recipients of ISO 9001:2015 certification.

Historically, ISO 9001 certification was mostly utilized by product manufacturers to outshine their competitors by demonstrating compliance with a global Standard with hope of furthering their customer acceptance. However, that trend has shifted slowly to cover service organization as well. With the flexibility offered by ISO 9001, more and more service organizations are seeing the benefits of obtaining certification and having defined processes in managing their day-to-day activities.

The need to get ISO 9001 certification was simple for CBG. It was mandated by their customer, NYK Cruise Company, that operates a luxury cruise liner, the MS Asuka II, around the world. Currently, CBG has several shows, including Four Seasons, Cinema, Opera Highlights and Another World, that are running on the cruise ship, and are currently producing two original, new shows to add to the repertoire... Cinema II and Back To The 80s.

With a two person operation, the company still has five processes that it has to manage; Quality Management, Contract Management, Recruiting and Purchasing, Operations and Integration, and Creative Design. Quality Management includes all interrelated and interacting QMS activities including Internal Audits, Corrective Actions and handling of Customer issues. Contract Management focuses on meeting the needs of the customers and ensuring full compliance with their requirements. Recruiting and Purchasing on the other hand focuses on casting talents, selecting and coaching talents, facilitating on board orientation and monitoring talent performance. Operations and Integration focuses on the day-to-day activities of providing the necessary resources for conducting the shows while Creative

Design provides turnkey productions as desired by the customers.

So, how has ISO 9001 benefited the organization? Well, according to Ms. Davies, the certification has helped organize the company's business system to comply with not only ISO 9001, but with Maritime Labor Convention requirements, necessary for worldwide crew manning. On a grass-roots level, it has helped them put into practice a very controlled system of operation. Also it has detailed, identified and clarified the organization's context issues, namely Information Security, Talent Recruitment, Regulatory Compliance and COVID-19, among others.

Next time you are in Vegas and get a chance to see Hans Klok – the fastest magician at the Excalibur/MGM resort, know that the creative team of Gail and Buzz played a part in the success of this production.... Or, if you happen to have seen other productions such as the half time show at the 2000 Super Bowl in Atlanta or the 2002 Paralympics opening ceremony in Salt Lake City, the need to outshine others becomes obvious. In this competitive market, being great is no longer good enough in conducting their business. Obtaining ISO certification is yet another way to outshine the competition and show the organization's true dedication to meeting customers' requirements.

Having been involved with CBG has been an absolute pleasure so far. I hope I get to be involved with the company's future audits so I could better understand the differences between the various moves, like the Vogue, the Dougie or The Floss. Auditing certainly is no longer just a job but an adventure when working with organizations such as CBG.

By Joe Mansour

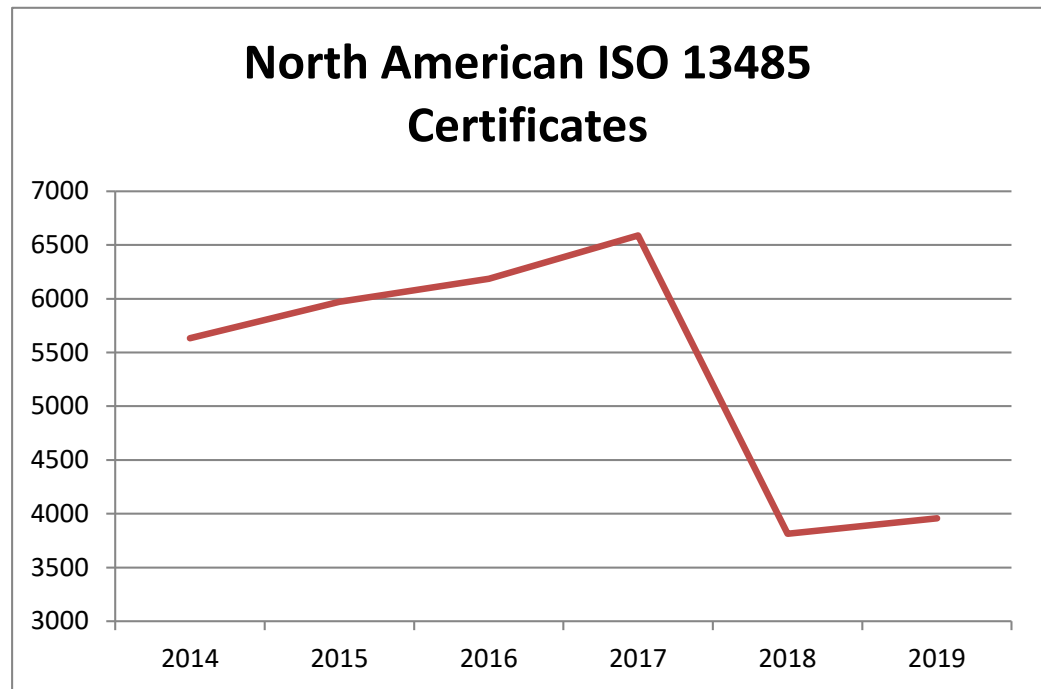
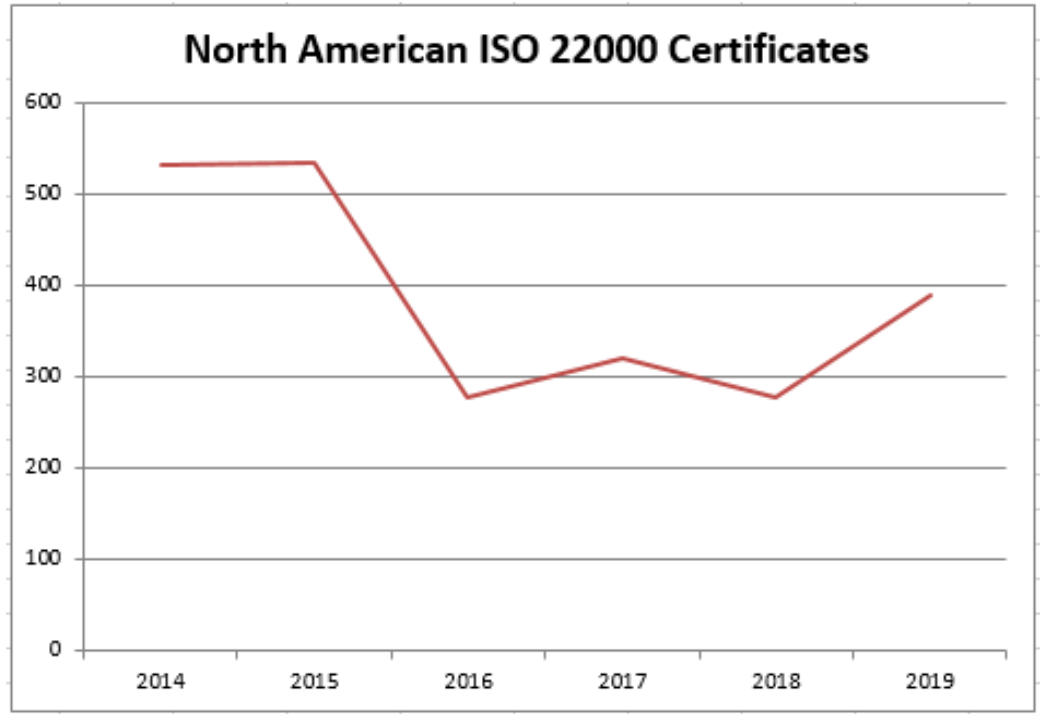
DQS Inc. Lead Auditor

ISO 27701 WEBINAR

On September 18, 2020, DQS hosted a live webinar on our newest standard, ISO 27701. The webinar "ISO 27701 for Certification for GDPR Compliance" went over the new standard, how it compares with GDPR requirements, and the certification process. To view the recording of this webinar and more of our past webinars, please go to <https://dqsus.com/recorded-webinars/>.

If you are interested in receiving a quote for ISO 27701, please go to <https://dqsus.com/request-a-dqs-quote/> and our team would be happy to assist you.

In 2018, a new method of reporting was implemented to break down the number of certificates and number of sites. Some certification bodies were combining the metrics before, which is why it looks like the numbers went down when the reporting method changed.



2019 ISO Survey Results Now Posted

The annual ISO Survey has now been posted. DQS follows the survey results, which shows the estimation of the number of valid certificates at the end of each year, for industry trends, especially since it is broken down by country. Through the latest survey, we see growth in ISO 13485 and ISO 22000 certificates, which

affirms our thought of Food Safety and Medical Device management systems increasing business. Please note that ISO 22000 is one of many GFSI Benchmarked Schemes that are not reportable in the ISO Survey. Full results can be seen at <https://www.iso.org/the-iso-survey.html>.