



OPEN NEW DOORS.

WAGNER MACHINE CO.

IMEC Success Story

ISO9001:2015 and AS9100D certification yield improved quality and new business opportunities.

Situation

The leadership team at Wagner Machine Co. has recognized the value of maintaining a robust quality management system for many years. As they were already using ISO compliant quality procedures, they desired to attain certification of their quality system to industry standards. They had previously worked with IMEC on other projects, so reaching out to them about ISO9001:2015 certification was an obvious move. Shortly into the process, they learned of a pool of new customers they were missing out on because they lacked AS9100D certification. "We had the advanced machining capabilities they were looking for, but we couldn't even approach them without the proper certification." reflects Kurt Wagner, CEO of Wagner Machine.

Solution

Dual certification to ISO9001 and AS9100D required about 20% more time and resources, but it was well worth it to the Wagner team. IMEC partnered with QualTrain Consulting to help the Wagner team meet their certification goal. The process began with transitioning Wagner Machine's current Quality Management System to one that was compliant with the AS9100D Standard. After being in business for 40 years, it was a tedious, but worthwhile process to convert years of established procedures to match the new standard while steering the culture to appreciate the value of consistent processes.

IMEC assisted in training the management team at Wagner Machine to develop an understanding of the AS9100D standards and policies. Training included developing detailed procedures and work instructions that were AS9100D compliant and creating robust and efficient procedures. The team also received internal auditor training that covered how to schedule and conduct internal audits. In the final stages, IMEC helped Wagner Machine identify and select a trusted registrar.

Becoming AS9100D certified has allowed the Wagner team to increase their level of quality in both processes and products and opened the door for new opportunities. As Wagner was completing the certification process, they compiled a list of prospects who require AS9100D certification to conduct business. They planned to reach out to these companies once certified. Before they even had the chance to initiate conversations, prospective customers were already contacting Wagner Machine. Since there aren't a lot of companies with this certification, word spreads rapidly when one is newly available for customers that require AS9100D certified suppliers. Since then, Wagner has been reaping the benefits of this new avenue for gaining customers.

Results

- New or Retained Employees: **8**
- Anticipated Retained Sales: **\$499,000**
- New Investment in New Product/Process: **\$175,000**
- New Investment in Plant or Equipment: **\$470,000**
- New Investment in Information Systems: **\$65,000**
- New Investment in Employee Skills: **\$18,000**
- Improved On-Time Delivery

"IMEC was instrumental in our ISO9001:2015/AS9100D certification. They helped us make key connections to implement our Quality Management System in a way that provides huge benefits for Wagner Machine Company and all our customers."

Kurt Wagner, CEO Wagner Machine Co.