

LUMINIT: CMTC Lights the Path to Success



If you've ever been on an airplane at night, you're probably thankful you have a reading light... and that your pilot has a working cockpit display.

Luminit is a global provider of innovative light management solutions for the lighting, display, biomedical and machine vision industries. From reading lights in airplanes and dashboard lights in automobiles to concert lighting for some of your favorite performers, the manufacturer's optics and Light Shaping Diffusers (LSD) are used for numerous applications.

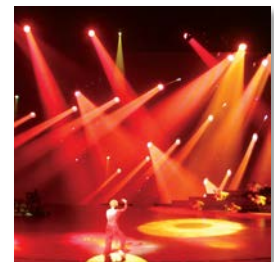
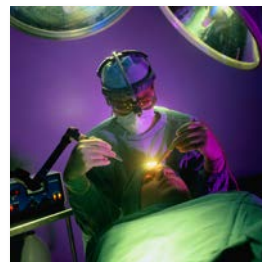
Based in Torrance, CA, Luminit is a full service organization that works closely with their customers to develop personalized products and create technology route maps to address their



future technological needs. Their expansive product line includes LSD rolls, rear projection

screens, direction turning films, variable LSD, UV and high temperature diffusers, LSD films and sheets, front projection screens and injection molded parts. The organization has been ranked as one of Fortune Magazine's 5,000 Fastest Growing Private Companies in 2010.

In early 2011, Luminit was presented with a challenge when the company's ISO 9001 certification became outdated. ISO 9001 is obtained by the International Organization for Standardization and officially certifies that a company can accommodate its production levels while meeting specific regulatory requirements. The certification also verifies to customers that an organization is continuously improving its quality management system to increase customer satisfaction and compliance.



While many businesses aim to achieve ISO 9001, the certification is particularly important in Luminit's industry. "Customers use us to provide services in fields with very specific regulatory requirements such as diamond turning, optical polishing, electroforming and optical coatings. Certification is very significant to our client base and important to keeping our customers," explains Edward Kaiser, Vice President of Operations for Luminit. "ISO 9001 is also an important factor when organizations are looking for new vendors, so we wanted to update our certification to appeal to new customers."

As the organization was looking to grow, Luminit also believed that following the guidelines of ISO 9001 would help it reduce operational costs and inefficiencies. “By becoming more efficient and investing cost savings in areas such as equipment improvements and workforce developments, we believed that we could better serve our clients while attracting more customers,” says Kaiser.

Through a personal recommendation, Luminit was referred to California Manufacturing Technology Consulting® (CMTC). CMTC was enlisted to assist the company with their internal auditor training for ISO 9001 certification and began working with Luminit in May, 2011.



CMTC’s consultants provided Luminit with ISO 9001 certification training for one day each week under their Internal Auditor Workshop and Training program. Consultants worked closely with Luminit to document and implement standards and manage the auditing process to meet the requirements for certification. “Training helped us identify key areas for improvement which allowed us to reduce inefficiencies and become a more effective organization,” says Kaiser. The program lasted three weeks.

Under CMTC’s guidance, Luminit successfully achieved their ISO 9001 certification update. As a result, Luminit projects it maintained a significant portion of customers who prefer businesses with certification, retaining \$1 million in sales and 10 positions. The process improvements identified and implemented during training also allowed the organization to save \$520,000 in costs, freeing resources for Luminit to invest in plant and equipment improvements and workforce development initiatives.

“We were very satisfied with the overall response, attentiveness and quality of the work done by CMTC. Our contacts were knowledgeable, professional and helped us accomplish our goals.”

*-Edward Kaiser
Vice President of Operations*

“These improvements allowed us to meet the needs of our customers while addressing the new client orders due to the certification update,” says Kaiser. This resulted in \$300,000 in increased sales for Luminit, leading the organization to create 2 new jobs to accommodate new demand.

FEATURED CUSTOMER

Luminit
1850 West 205th Street
Torrance, CA 90501
Tel: (310) 320-1066
www.luminit.com