

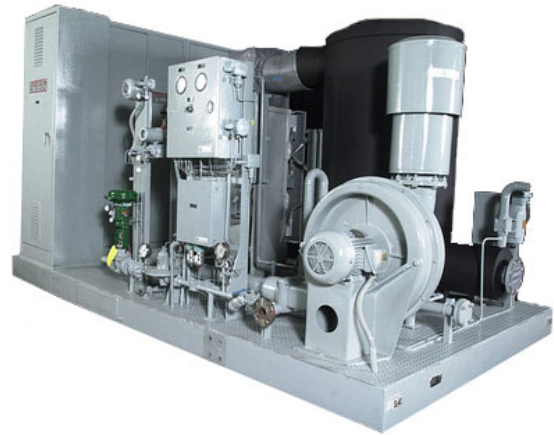
WAHLCO New Growth and Jobs for Wahlco



From the time we're in elementary school to our current daily lives, we're told it's important to reduce pollution. Wahlco Inc. helps companies do just that. Based in Santa Ana, California, the company manufactures air pollution control equipment. Since 1972, Wahlco has served as a leader in the international market, supplying more than 600 shipments of its innovative SO₃ Flue Gas Conditioning Systems around the globe. The organization currently has 57 employees and provides a wide array of products for industrial applications.

As an international supplier, meeting new customers at overseas trade shows is important to Wahlco's growth. "Many potential customers were very interested in our products and services," says Mike Fajita, Vice President, Product Development and Technology for Wahlco. "Unfortunately, businesses prefer working with manufacturers who have ISO 9001 certification."

ISO 9001 registration is obtained by passing a certification audit conducted by a Registrar certified with the International Organization for Standardization that verifies a company has implemented an effective quality management system that meets the ISO 9001 standard requirements. This lack of ISO registration and certification was impacting Wahlco's current clientele as well. "In our industry, ISO 9001 certification is important to many businesses because there are a lot of regulatory requirements involved with air pollution control equipment," says Fajita. It was evident that the company would need certification.



Wahlco had attempted to obtain ISO 9001 certification on its own in the past, but had found it challenging meeting all of the requirements. The company turned to CMTC in June 2011 because of their experience with ISO certification training. CMTC's consultants led the company throughout the training including developing a Quality/Operation Manual, preparing forms necessary for certification and identifying operational improvements needed to meet certification.

“Consultants also showed us how to perform internal reviews and provided us ‘how to be audited’ training so we would be prepared for our third party evaluation,” says Fajita.



Wahlco was able to meet the requirements for ISO 9001 certification by the end of training in January of 2012. The certification enabled the company to keep its customer base, retaining \$5 million in sales and 2 employees. Verification proved to be critical in obtaining new sales as well. At the company’s following international trade show in February of 2012, Wahlco left with a significant number of new clients. “New customers helped us realize \$5 million in new sales. Because of the increased workload, we had to hire 15 new workers,” says Fajita.

The improvements identified and made during certification training also allowed the company to save \$50,000 in production costs. Because the company saved costs and increased sales, it was able to invest into areas that would help it grow in the future including IT, workforce initiatives and new product developments “CMTC covered all aspects of ISO 9001 certification in their training sessions with our team. Because of this new certification, our company is experiencing an increase in sales and considerable growth,” says Fajita.

“CMTC helped us realize our strategic path to growth. They were instrumental in us achieving ISO 9001 certification, leading to an increase in sales and considerable growth.”

*-Mike Fujita
Vice President, Product Development
and Technology*

FEATURED CUSTOMER

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