



Dordan **50**
CELEBRATING 50 YEARS OF THERMOFORMED PACKAGING SOLUTIONS



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Dordan Manufacturing Celebrates it's 50 Anniversary with ISO 9001:2008 Certification

Perry Johnson Registrars, Inc. is a full service registrar that carries multiple international accreditations. This means that PJR has the authority to register organizations, recognizing them for their quality management system's integrity.

Woodstock, IL—April 2013— In conjuncture with its 50th anniversary, Dordan Manufacturing Company Inc. achieves ISO 9001:2008 Certification for [the] *Design, manufacture, and distribution of Thermoformed Products*. For third-generation family owned and operated Dordan Manufacturing, this accomplishment marks the beginning of a new era of managing and improving standard operating procedures; now, a sophisticated and customer-centric methodology that isolates and eliminates problems before they develop allows Dordan to offer complete transparency throughout the entire production process, saving customers time and money.

Dordan began working towards ISO 9001:2008 certification about a year and a half ago. While Dordan had always been interested in this process management certification, it was the confluence of several events that acted as catalyst, kicking the initiative into high gear. First, Dordan was preparing to turn 50 years old, entering into third-generation ownership. As with any successful company, Dordan CEO & President acknowledged the need to continue to invest in itself in order to continue sustained growth. He explains, “we are a family business—we treat our employees, customers, and suppliers with the same familial values we do our family. It is therefore our responsibility to take strategic steps that allow us to continue to contribute to the well being of our community of stakeholders; that means for us, making the investment in ISO 9001:2008 certification.”

Another contributing factor to pursuing certification at Dordan included the shift in ISO mentality with the introduction of the ISO 9000:2000/2008 standard version(s); instead of requiring companies document their processes and replicate said process in accordance to the documentation, as with the 1994 standard version, this version emphasizes continual process improvement and tracking customer satisfaction in order to enhance service. In providing a template on which a customizable quality management system could be built, ISO 9001:2008

certification allowed Dordan to optimize the systems it had in place in order to design, manufacture, and distribute continuously improving thermoformed products.

Project leader and Dordan General Manager John Kreider states, “ISO has everything to do with everything.” Collaborating with the Departments of Customer Service, Purchasing, Marketing & Sales, Quality Control, Engineering, Tooling and Production, Shipping, and Maintenance, achieving ISO 9001:2008 certification was a company-wide effort. Dordan Quality Manager Lye-Ying Seah echoes this reality, explaining, “It has opened communication throughout the entire corporation.”

While Dordan quality has always been superb, clocking in at a historically maintained reject rate of 72.8 PPM, which reflects a total rejection rate of .0073% for a CPK of 1.32 and a +/- 4 sigma, the new quality management system allows for more transparency between the various facets of the company: utilizing the paradigms of corrective and preventive action, Dordan now works to isolate and eliminate the real root of the problem efficiently and effectively via checks and balances built into standard operating procedures. If there is a problem, Kreider explains, there is a problem with the system, not the person or product. By taking an integrated, systems-based approach to systems quality, Dordan’s operating procedures will only improve, as per the objectives of ISO 9001:2008 certification.

Company president Daniel Slavin summarizes his 50-year-old company’s accomplishment, “I used to always say work hard today and tomorrow will take care of itself; now with ISO certification, we are already working hard for you tomorrow.”

About Dordan Manufacturing Co. Inc.

Dordan is a full-service package design and manufacturer of plastic thermoformed clamshells, blisters, trays and components. Visit www.Dordan.com for more information.

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