

## Mask-Off Strengthens its Competitive Position with OEMs and AS9100 Certification



Located in Monrovia, CA, Mask-Off is a veteran-owned business with 21 employees and serves as a supplier of pressure sensitive protective tapes to Original Equipment Manufacturers (OEMs). For more than 65 years, the company's quality products have helped organizations protect their equipment's critical components and surfaces from costly damage.

Mask-Off wanted to obtain AS9100 certification to help strengthen its supply chain position in their primary fields of business, aerospace and defense.

*"Many of our major customers, especially our larger OEMs, were updating their policies to require that all of their supply chain members had certification," explains Jim Sites, Vice President of Mask-Off. "We knew that AS9100 was an important quality management system in these arenas, but we were concerned about how we would achieve certification and the impact the process would have on our company culture."*

Mask-Off connected with CMTC and after a kick-off meeting and system evaluation, consultants worked with the organization to develop an

implementation plan to become AS9100 certified within 6-8 months.

*"Experts guided us through each critical step. We were able to identify and implement the required operational improvements and created an internal management system to document the necessary procedures and processes. This helped us produce a quality manual, which is also an important factor in achieving certification," says Sites.*

CMTC noted the importance of securing internal employee support during the certification process, so staff members were trained on the benefits and positive impact of AS9100 for the organization. *"Our employees were actively encouraged to provide feedback and become a part of the process. This was very important to us," says Sites.*



After training was conducted, CMTC led Mask-Off through internal audit training. The company was guided through a simulated audit and addressed possible areas for improvement. Training concluded within their 8 month timeframe, and Mask-Off successfully passed the subsequent audit to achieve AS9100 certification.



As a result, Mask-Off was able to meet the new requirements of their larger aerospace OEMs and solidified the spot in their supply chains. The company projects that this retained \$500,000 in sales. Moving forward, certification will also allow Mask-Off to compete for new business from larger aerospace OEMs. The organization projects it will achieve \$100,000 in increased sales from new clients.

“Obtaining AS9100 certification was critical to our organization’s client retention and growth efforts. CMTC helped us every step of the way, and we could not have accomplished this without their expertise.”

- Jim Sites,  
Vice President of Mask-Off

#### FEATURED CUSTOMER

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