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CMTC Assists Local Oceanside Manufacturer in Its Success Story of Growth and Workforce Expansion

Torrance, CA – November 1, 2016 – Based out of Oceanside, California, Amflex Plastics is a woman-owned business with a strong Latino heritage. The organization employs 20 workers, and its facility utilizes several processing technologies to provide proprietary polyolefin co-polymer formulated plastic hoses and spiral hose equipment.

However, Amflex Plastics was being challenged to grow by their lack of ISO 9001:2008 certification. Potential customers were making it a requirement that all partners and suppliers become certified. This created a potential loss of business that would negatively impact client retention efforts and place 10 employees at risk. It was clear that Amflex would need to achieve ISO 9001:2008 certification.

In order to accomplish this, the owners of the company connected with CMTC to implement a Quality Management System (QMS) and guide the company through the survey process in preparation for ISO certification. CMTC Consultants worked with key leaders to identify the required modifications for their current system documentation to enable certification achievement.

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They also provided materials and sessions were developed for key employees. Amflex's workforce was also coached on how to create and implement quality control measures. Sessions concluded at the end of June 2016, and the organization successfully passed the third-party audit to obtain ISO 9001:2008 certification.

As a result of the implemented improvements, Amflex Plastic's new quality control measures led to improved employee motivation, a reduction in operational errors, and a better ability to automate processes and reduce waste. The implemented processes led to an estimated \$209,000 in cost savings.

As a direct result of certification, Amflex Plastics was able to secure new bids, leading to a projected \$675,000 in new sales, plus the organization hired three new employees to manage the additional demand. By achieving certification, Amflex Plastics was also able to successfully maintain its contracts with current customers, retaining \$300,000 in sales and 10 existing employees. Said Raul Castro Amflex Plastics Chief Executive Officer "ISO 9001:2008 registration has made a positive impact on our company's growth efforts, enabling us to compete for critical contract opportunities. We project \$675,000 in new sales, and could not have done this without CMTC's assistance."

About CMTC

CMTC, a private non-profit corporation, was established in 1992 to provide consulting services to small and mid-size manufacturers in California. CMTC operates through a cooperative agreement between the Hollings Manufacturing Extension Partnership (MEP) of the National Institute of Standards and Technology (NIST) under the Department of Commerce. For more information visit www.cmtc.com.

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