



CUSTOMER Focus

OMEGA PRECISION: AN EXCEPTIONAL FAMILY BUSINESS

Some workplaces are teeming with office conflicts that can damage morale and thwart productivity. But conflict resolution training isn't really necessary at Omega Precision®, an award-winning high-precision machine shop that makes parts for everything from aircraft to space planes. The Chief Executive Officer and Chief Operations Officer are brothers. A bulk of the staff is related by blood or marriage. Ninety-year-old Joe Venegas, who founded the family-owned company in 1965, often stops into the Santa Fe Springs, CA plant for lunch.

"My Dad would bring home scrap metals and my brother and I would play with them and build things," said Steven Venegas, the Chief Operating Officer of Omega Precision. "Since I was a kid, this business was something I have always wanted to be a part of."

Such plant-wide camaraderie is just one of many positive features of the 46-year-old company, which has weathered a difficult economy with a focused and forward-thinking commitment to producing the best quality products in the aerospace supply chain. Omega Precision was awarded the Boeing Supplier of the Year Award in 2009. This year, the company was named the Lockheed Martin Missiles & Fire Control Small Business of the Year.

The manufacturer's commitment to uncompromising quality also led them to achieve the coveted AS9100 Quality Management System certification. The Aerospace industry requires that their suppliers obtain the rigorous certification by December 31, 2011. Omega Precision's longtime customers include Lockheed Martin, Boeing, Sikorsky Aircraft and the United States Air Force.



"AS9100 was quickly becoming the norm to be a first tier supplier," said Venegas. "So we decided early on to hunker down and get it done." Even for such a celebrated manufacturer, meeting the certification requirements took ingenuity and commitment. A change of mindset had to accompany a change in the overall system. The employees had to familiarize themselves with the standards, procedures and work instructions involved in quality management. Planning processes, activities, and data were analyzed throughout the plant, which occupies over 16,000 square feet of manufacturing space and employs 23 highly skilled craftsmen and professionals. New drawings, for instance, replaced old ones in the files. Documents systems were made "leaner and cleaner" so all the paperwork by the time of the audit was organized, accurate and up to date. Omega Precision partnered with California Manufacturing Technology Consulting™ (CMTC) to prepare for the 2-day audit so that employees knew what to expect.

The results have been significant. Winning certification has improved the company's competitive position and helped it to retain \$2 million in sales as well as 13 jobs. It's not just about the business, however. The company makes critical equipment used on electronic navigation submarines, surface vessels, in

spacecraft, and ground-based army equipment. That responsibility is something that Omega Precision—whose owners are veterans of World War II and Vietnam—takes very seriously.

“Somebody’s life depends on it in many cases,” said Venegas, whose father fought in World War II and brother in Vietnam. Omega is a brand, he said, that customers know they can count on.

ABOUT CALIFORNIA MANUFACTURING TECHNOLOGY CONSULTING (CMTC)

A private, nonprofit corporation established in 1992, CMTC is an affiliate of NIST MEP, under the Federal Manufacturing Extension Partnership (MEP) program, a network of more than 60 centers across the country that provide assistance to manufacturers. CMTC serves Los Angeles to San Diego/Imperial County. CMTC provides high value consulting services for improving management and production of high tech and traditional small and medium-size manufacturers. CMTC provides consulting services in the practice areas of Strategic Business, Lean Enterprise, Information Technology, Energy & GHG Emissions Reduction, Quality Improvement, Distribution and Supply Chain Management. For more information, visit www.cmtc.com.

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