

Vinatech Engineering Overcomes Challenges from Lack of ISO 9001:2008 Certification



Vinatech Engineering, located in San Diego, CA is a minority-owned business with 40 employees. The organization's facility is fully computerized to provide precision sheet metal fabrication, CNC machining, welding, hardware insertion, powder coating, silk screening, and more. Vinatech Engineering additionally offers research and design services including product development through the prototype process.

Vinatech Engineering was challenged by the lack of ISO 9001:2008 certification. The organization was missing out on critical larger contract opportunities and was having difficulty diversifying their customer base and attracting new businesses without certification. Prospective customers were specifically citing the absence of ISO 9001:2008 certification as an issue, because it was their official policy that all business partners have ISO certification.

In addition to needing certification to grow their business, many of Vinatech Engineering's current clients were also making ISO 9001:2008 certification a mandatory requirement for all partners and suppliers. A potential loss of customers would place 15 employees at risk and damage client retention efforts and sales.

Amflex's customers also began to require all partners and suppliers have ISO certification as well. This potential loss of business would negatively impact client retention efforts and place 10 employees at risk. It was clear that in order to preserve clients, retain employees, compete for larger customers independently, and enhance its reputation as a quality vendor, Amflex would need to achieve ISO 9001:2008 certification.



In June 2015, Vinatech Engineering connected with CMTC to guide them throughout the process to achieve ISO 9001:2008 certification. After an initial kick-off meeting, consultants worked with key leaders to create and finalize the quality management system documentation needed to achieve certification.

Over the course of a month, Vinatech's workforce was coached on how to create and implement stronger quality control measures. Following the specific criteria to pass an independent audit for certification, leadership was guided on how to implement detailed procedural improvements to increase their workflow. The initial project concluded at the end of June. Their clients were retained based on their commitment to successfully pass the

third-party audit to obtain ISO 9001:2008 certification.

As a result of the implemented improvements, Vinatech Engineering's quality control measures and stronger team communication led to improved efficiencies, a reduction in errors, and a stronger capacity to meet customer requirements. The improved processes led to an estimated \$15,000 in cost savings.

Certification will enable the organization to compete for many new, and larger, contract opportunities. This will lead to achieving as a start a 7% increase in new sales, allowing the company to hire 10 new employees to manage the increased demand. By committing to achieve certification, Vinatech Engineering was also able to successfully maintain its contracts with current customers, retaining 100% of sales and 15 employees.

Certification provided the organization the ability to compete in the market without having to go through other organizations as a subcontractor. Amflex Plastics was able to secure new bids, leading to a projected \$675,000 in new sales, and the organization had to hire 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 employees.

Results from the project:

- 7% in increased sales
- \$5M in retained sales
- 10 jobs created
- 15 jobs retained
- \$15K in cost savings

"Achieving ISO 9001:2008 registration with CMTC's assistance was imperative to our company's growth efforts. As a result, we were able to compete for critical contract opportunities leading to an immediate 7% increase in new sales."

-An Hong Director of Operations