



## M & R Engineering

### M&R Engineering

[www.m-reng.com](http://www.m-reng.com)

M&R Engineering, a woman-owned business, has over 40 years of experience in delivering high precision CNC machined parts and high-quality screw machined parts. The company employs over 65 people and its team of skilled engineers and machinists use the latest programming techniques and equipment to deliver high precision CNC Lathe, CNC Swiss and CNC Mill parts. The company is fully equipped to handle both small volume, large variety projects, as well as large volume projects requiring millions of pieces in annual demand.

#### Sales

**\$300,000**  
Increased Sales  
**\$400,000**  
Retained Sales

#### Jobs

**7**  
New Jobs

**Challenges** To meet the requirements of aerospace and military customers, the company is certified to AS9100: (RevD) and ISO 9001:2015, and it is DDTC registered and ITAR compliant. Maintaining AS9100 certification is imperative to not only retaining existing DoD and aerospace customers, but it enables M&R Engineering to grow sales to new customers requiring the certification.

The company required assistance in updating its existing Quality Management System to provide clear and complete organizational structure and develop documentation and planning of the implementation of updates without interruption to the current business process. Other challenges included identifying growth opportunities, ongoing continuous improvement/cost reduction and employee recruitment and retention.

**Solution** CMTC began the project with M&R Engineering in June, 2018, beginning with an assessment to identify gaps in its Quality Management System, which included training and coaching on documentation development. CMTC provided all the necessary project planning, consulting expertise, training, support and materials to develop and implement the required changes throughout the organization. A multi-step plan was implemented to prepare the company for successful certification to AS9100: (RevD) by its 3rd-party registrar, which included creation or modification of documentation; implementation and training on procedures; training on internal auditing; corrective action training; and training on Management Review.

#### Impact

At the conclusion of the project, the required documentation was developed and employees were trained and coached on key procedures and documentation. The successful completion of the project helped M&R Engineering better protect its government contracts and remain a viable supplier of critical equipment to DoD programs. With AS9100: (RevD) certification, the company is well positioned to compete for additional DoD and aerospace business to help achieve its growth goals.

#### Results

- Increased sales of \$300,000
- Retained Sales of \$400,000
- 7 new jobs