

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### National Seating

#### Tennessee Manufacturing Extension Partnership

#### National Seating Implements New Quality Management System

**Client Profile:**

National Seating Company, located in Vonore, Tennessee is a manufacturer of seats for transportation vehicles. The company employs 500 people.

**Situation:**

In the early 1990's when ISO 9000 was first introduced, National Seating was not required by their customers to become registered and did not immediately adopt the program; however, without a proven and documented Quality Management System (QMS), the company could not continue to effectively serve its existing customers or grow the business. Company president Vernon Lowe and his management team, under the direction of owner Dan Whitley, decided that National Seating needed outside assistance to implement an ISO 9001 QMS and contacted the Tennessee Manufacturing Extension Partnership (TMEP), a NIST MEP network affiliate, for assistance.

**Solution:**

TMAC's ISO consultants provided National Seating with a plan for implementation and guided the company through the registration process. This enabled National Seating to become ISO certified and position themselves to transition to the newer standard, TS 16949.

**Results:**

- \* Retained sales of \$8 million.
- \* Retained 75 jobs.
- \* Achieved ISO certification.
- \* Transitioned to TS 16949 standard.
- \* Secured new customers.

**Testimonial:**

"Tennessee Manufacturing Extension Partnership is vital to the success of the small business sector of our economy. The financial investments that come from the federal government should be enhanced if small businesses are to remain competitive. Our ISO certification program was a success because of TMEP's contributions."

Daniel S. Whitney, Director