

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### **Noble Industries, Inc.**

#### **Indiana MEP - Purdue Technical Assistance Program**

#### **Noble Industries Achieves ISO 9001:2000 Certification**

##### **Client Profile:**

Noble Industries, located in Noblesville, Indiana, was one of the first companies to produce aquarium stands using wrought iron, an innovation that became an industry standard. The continued growth of the company from its humble beginning in a small barn to today's modern 70,000 square foot facility is proof of its dedication and commitment to customer service. Noble Industries strives to be a world class preferred supplier for sheet metal fabrication and powder coatings. Their goal is to be industry leaders through innovation and continual quality improvement of products and services. The company employs 48 people.

##### **Situation:**

Noble Industries wanted to improve its key manufacturing and support processes to increase overall efficiency and reduce waste in a very competitive market. Additionally, several of their customers demanded that the company become registered to the ISO 9001:2000 standard, or else lose their business. Also, the company identified new business, predicated upon successful registration. Therefore, it was critical that the company develop and implement an ISO 9001:2000 quality management system, and do it in a timely manner. The numerous benefits realized from focusing on quality processes and products would have a ripple effect throughout every level of the company, including enabling the retention and expansion of their customer base. Rick Ring, a quality assurance professional from Purdue University's Technical Assistance Program, (TAP), a NIST MEP network affiliate, was called in to provide ISO 9001:2000 training and implementation assistance to the company.

##### **Solution:**

TAP's services consisted of a gap assessment, documentation writing, implementation assistance, audit training, and a pre-registration assessment. TAP worked closely with Noble Industries to produce a new quality management system that was based upon continual improvement and customer satisfaction, and suitable to their needs and the requirements of their customers.

Noble Industries was certified by their registrar to ISO 9001:2000 in a remarkable five months. The company improved its manufacturing, purchasing, design, and contract review processes with new layouts and controls. They now have an ongoing process of preventive and corrective action, allowing them to constantly improve performance, and reduce waste.

##### **Results:**

- \* Preserved business worth over \$3 million annually.
- \* Procured new business worth over \$2.5 million annually.
- \* Retained 8 jobs.

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\* Anticipate adding 10 new positions.

**Testimonial:**

"Our certification to the ISO standard was greatly facilitated by Purdue's Technical Assistance Program (TAP). The competent skills and professional leadership demonstrated by Rick Ring of that office while structuring and organizing our efforts could not have been better. I would highly recommend their services."

Bob Whitted, Quality Manager