

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Wren Industries LTD

Colorado Association for Manufacturing and Technology

Wren Industries Incorporates Quality Management System

Client Profile:

Wren Industries is a woman-owned precision machining company located in Grand Junction, Colorado. In addition to precision CNC machining from prototype to production, Wren Industries also provides manual machining, and manufactures and distributes climbing devices. The company employs 5 people.

Situation:

Wren Industries had operated as a successful precision machining shop for six years but aspired to increased quality and growth. Owners Wren and Krista Franklin decided the company needed to incorporate a quality system to enhance process and production, and to attract new customers. They were referred to the Colorado Association for Manufacturing and Technology (CAMT), a NIST MEP network affiliate, by partner organization Grand Junction Economic Partnership.

Solution:

CAMT worked with Wren Industries for over six months to assist them in achieving the quality standards of the ISO9001:2000 and AS9100b certifications. Owners and staff went through a total of approximately 120 hours of training over six months, and implemented their new knowledge to create an effective quality management system. New processes and tools were put in place, such as the "job traveler," a simple piece of paperwork that traced a product from order to shipping and ensured the quality of the product. The trainings also resulted in the establishment of systematic measuring for quality. Wren Industries now methodically measures its scrap rate trend and on-time delivery rate. Wren Industries saw immediate results from the CAMT training, consulting, and new ISO9001:2000 and AS9100b certifications. They have garnered new customers and increased their sales by \$50,000, saved time and work on the shop floor through streamlining processes, and have transformed into a culture of continual improvement. Most important, Wren Industries has increased the clarity of their processes and management and is able to focus on procuring new customers and jobs.

Results:

- * Increased sales by \$50,000.
- * Decreased scrap by 5 percent.
- * Reduced labor costs.
- * Procured new customers.
- * Achieved a more competitive and profitable position.

Testimonial:

www.mep.nist.gov



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"Colorado Association for Manufacturing and Technology's consulting gave us the tools to achieve a state of continual improvement."

Krista Franklin, Owner