

\$59.5 million in new and retained sales  
\$3.7 million in new investments  
1,381 jobs created or retained

**PRiMEX** is a private non-profit organization, supported through of Puerto Rico Industrial Development Company (PRIDCO) and the Manufacturing Extension Partnership (MEP), a program under the National Institute of Standards and Technology (NIST). As part of a national network, PRiMEX supports the needs of all Puerto Rico's small and medium enterprises (SME's) by providing services to improve their business processes.

The national network allows PRiMEX to leverage nationwide resources that previously had not been accessible to the Puerto Rican industrial base. These "partnerships" includes research laboratories for technology transfers and knowledge sharing, national associations and industry related organizations.



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\* Impacts are based on clients receiving service in FY2010

# CLIENT SUCCESS: OPTI MANUFACTURING CORP.

*“PRiMEX’s support has been essential to upgrade OPTI’s Quality Management System. We are looking forward to maintaining PRiMEX’s support to pursue AS 9100 Certification to make sure we continue our improvement efforts. This will allow us to obtain more business and increase our labor force in Puerto Rico.”*

Pablo D. Aguayo, President  
OPTI Manufacturing Corporation

## OPTI Manufacturing Achieves ISO 9001:2008 Certification

OPTI Manufacturing Corporation, located in Luquillo, Puerto Rico produces a wide variety of products, from simple interconnect cables to completely environmentally sealed, multi-connection assemblies suitable for use in harsh EM/RFI (Electromagnetic Interference/Radio Frequency Interference) environments. OPTI Manufacturing tensiometers are sold to aircraft manufacturers, airlines, and service stations all over the world. Calibration and repair services of tensiometers are also offered. The company currently employs 25 people.

### Situation:

OPTI Manufacturing’s customers include various aviation companies that continuously demand higher standards and operate under a formal quality system. The company’s management realized that their Quality Management System needed to be upgraded. Since OPTI’s personnel had participated in various activities sponsored by the Puerto Rico Manufacturing Extension Inc. (PRiMEX), a NIST MEP network affiliate, company management contacted PRiMEX assistance to evaluate and improve their quality system in order to meet the ISO 9001:2000 standard requirements.

### Solution:

Upon PRiMEX’s initial visit, it was recognized that ISO 9001:2000 Standard Certification should be the starting point to structure the formal quality system that OPTI Manufacturing needed to meet current customers and market requirements in the aerospace industry. PRiMEX provided consulting sessions and training for several company employees. Quality Manuals, Standard Operating Procedures and other required documents were revised or developed and implemented. Multiple work instructions were revised and developed for tensiometers and cable harnesses. Internal auditors were trained and internal audits were initiated in which additional areas of improvement were identified. PRiMEX provided guidance to management for the planning and holding of management reviews. With PRiMEX’s assistance, OPTI Manufacturing was certified under the ISO 9001:2000 standard. PRiMEX support continued and OPTI Manufacturing upgraded their certification to the ISO 9001:2008 standard.

### Results:

- \* Achieved ISO 9001:2008 certification.
- \* Estimated \$25,000 in cost savings.
- \* Achieved a more competitive and profitable position.

Increased profit margin  
by 10%