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Software Helps Shop Earn ISO Fast

NSA Industries Inc. (Lyndonville, VT) is a sheet-metal and metal fabrication shop that manufactures, assembles, and distributes sheetmetal fabrications and products manufactured from steel, aluminum, brass, and copper. NSA employs almost 400 people and, as such, plays a big part in the community.

In April 2002, NSA purchased the E2 Shop System from Shoptech Software (Glastonbury, CT), replacing an antiquated shop management system that wasn't providing the information necessary to grow the business effectively.

NSA was able to get up and running, using 90% of the E2 Shop System within a very short time. With the help of George Wells, senior E2 consultant, the E2 system was implemented for quoting jobs, scheduling the shop floor, managing material, job costing and tracking, real-time data collection off the floor, and shipping, all the way through to accounting.

The net result was that NSA was able to run more efficiently and effectively than ever before. "Over the past four years we were able to grow our business over 35% with the help of E2," says Neil Austin, president and owner of NSA Industries.



The E2 software is a comprehensive business management system that enabled NSA Industries to realize its ISO registration in 100 days, as well as grow the business more than 35% since its implementation.

It wasn't until the fall of 2006, however, that NSA took a stab at the integration of its Quality Management System (QMS) and the E2 Shop System. NSA was interested in getting registered to the ISO 9001:2000 standard due to increased customer demand. "ISO companies like working with other ISO companies," says Howard Spencer, manufacturing manager for NSA. "Being ISO-registered provides our customers a known level of quality products and services."

In September 2006 NSA took on the daunting task of becoming ISO certified. The horror stories from other shops prepared them for a worst case scenario of many months of hard work documenting procedures along with tens of thousands of dollars being invested just to "get the banner."

The quality management system of most shops is separate from their ERP system. Many shops have an outside firm develop and maintain their quality system. The QMS and ERP systems co-exist in two separate worlds, operating independently of each other, creating double the work and double the money without being very efficient.

In conjunction with the Quality Module, the E2 Shop System satisfies 27 of the 44 requirements specified by the ISO 9001:2000 standard.

NSA decided that, with the help of Shoptech lead ISO auditor Ed Parsons, they would buck the trend and develop their QMS and ERP system into one truly integrated quality management system. The goal of this transformation was to develop a QMS system that would guide them, empower them, and help them grow efficiently.

Parsons immediately went to work performing a gap analysis. This consisted of conducting an onsite visit to determine and document the gap that exists between the ISO 9001:2000 requirements and the existing process at the company. "The gap analysis will tell you where your company is at in relation to registration, and what you need to do to achieve it," says Parsons.

He conducted interviews, mapped all of the processes within the company, and put the process maps into an electronic format using the Microsoft Visio program. Quality Management System training sessions were conducted, one for management, and another session for all other employees. The management training session was longer and more comprehensive, due to the fact that management is responsible for driving the ISO program.

All of the required ISO documentation was developed for NSA, comprising about 50 documents. This included—but was not limited to—a quality manual, all of the procedures needed for a robust QMS, forms, and all of the documentation needed to establish an internal auditing program.

A pre-assessment audit was conducted to ascertain readiness for the registration audit and ensure a successful outcome. The audit was conducted as if it were a registration audit. All facets of the Quality Management System were covered during the audit. Parsons provided recommended solutions to any nonconformances or system weaknesses found during the audit. He also provided guidance and help with the selection of the registrar and the logistical planning of the registration audit. The registration audit is described by all hands as a complete success.

There are 44 major requirements specified by the ISO 9001:2000 standard. In conjunction with the Quality Module, the E2 Shop System satisfies 27 of the 44 requirements specified by the ISO 9001:2000 standard. This

means that 61% of all of the ISO requirements were covered by using E2 with the Quality Module.

Based on industry research, a typical ISO 9001:2000 implementation without a quality management system in place, or a very minimal one, should require 10–12 months. This will, of course, depend upon available resources applied to the implementation.

NSA was able to go from start to finish in 100 days. This streamlined approach was developed by the consulting organization at Shoptech Software, and was completely dependent on using the E2 Shop System and its ISO-ready features and functionality.

ISO registration has proven valuable to NSA Industries in retaining its client base and gaining new clients. Beyond that, NSA now has in place a comprehensive business management system. The system is based on providing and enhancing customer satisfaction and continual improvement of the system, and requires the gathering and analysis of data in order to make business decisions based on facts. The integrity of the system must be maintained and improved, ensured via audits, to retain the ISO registration. ■

It's your shop.



Take control with shop management software that was developed in a shop, by shop people.

Running a shop today is a lot tougher than it was 20 years ago.

The competition is tougher, material costs are skyrocketing and finding skilled labor is a challenge all to itself. The last thing you need to worry about is your shop management system.

With E2, you can:

- *Quote fast and accurate*
- *Schedule the shop floor realistically*
- *Manage material effectively*
- *Track jobs instantly*
- *Ship on time, every time...*



"Our profits are up 33% after implementing E2. We are able to get more jobs through the shop faster without increasing overhead."

- Tom O'Donnell, Purcell Manufacturing

Since 1984 the E2 Shop System has helped thousands of shops take back control of their shop floor. See why E2 is the #1 Shop Management System on the market today. Visit www.shoptech.com or call 800-525-2143 for a **FREE DEMO CD**.

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