

## Situation

CIM TECH Plastics faced a critical decision to retain existing sales from several major customers; implement the ISO 9001:2015 quality management system, or potentially lose their business. Following a purchase by parent company, Tramec LLC, CIM TECH took advantage of the additional resources and moved forward with the implementation to protect their relationship with key customers and create a foundation for organizational growth. Cary Moreth, President of CIM TECH Plastics offered insight into the decision by saying "We wanted to use the new QMS as a way to strengthen relationships with our customers and to strengthen the foundation of our business to support future growth. ISO provides us that solid foundation."

## IMEC Solution

The company leveraged the resources of IMEC because of their commitment to manufacturing and their strong network of subcontractor resources. With the help of Genesis 1 Technology, the CIM TECH team started through the registration process, completing procedures and process documentation three months in advance of their scheduled registrar audit. The company used the additional window of time to run, fine tune and improve any necessary processes. "This was truly a show of teamwork between our folks at CIM TECH, IMEC and Genesis 1," said Moreth. The team relied heavily on the voice of the internal customer to draft procedures and the workforce contributed ideas where improvements could and should be made; work instructions were drafted specific to their needs. Moreth added "there's a big difference between documenting your procedures to get registered verses truly building an effective system with your employees to make sure all parts are working together to sustain best in class performance."

CIM TECH passed the ISO 9001:2015 audit the first time with no non-conformances found. Through the implementation, the organization has seen a true morale booster and an enhanced sense of teamwork, in addition to the more specific improvements in their continuous improvement process. The company is now monitoring key performance indicators regularly, evaluating productivity and customer performance, and making improvements in real time.

## Results

- Successful registration to ISO 9001:2015
- Enhanced current customer relations with expanded capabilities
- Improved customer performance rating from 75% to 95-100%
- Implemented key performance indicators (KPIs) for daily improvement priorities

*"IMEC has tremendous experts on staff and in their base of subcontractors. The team was helpful in guiding us through the process efficiently and professionally."*

*Cary Moreth, President, CIM Tech Plastics*