

Success Story

Safety and Quality Management

Tri Pac, Inc.

Quality Paves the Way for Growth

Tri Pac, Inc. is an award winning minority certified business located in Vandalia, Michigan. Founded in 2009 by Vikram Shah, the company has earned several awards including 2011 Michigan Top 50 Companies to Watch and 2010 Best Small Business in Southwest Michigan.



Tri Pac, Inc. offers turn-key manufacturing of aerosols, liquids and other specialty chemicals serving the household, industrial, automotive, institutional, and sporting goods markets. Tri Pac's Total Service Model provides marketers with turnkey services from product development and design, sourcing and procurement, manufacturing and blending, quality, regulatory and aftersales support.

The Problem

Tri Pac, Inc was undergoing an aggressive expansion into market segments with stringent quality requirements and required a certified Quality Management System by a March 2014 deadline. The company had to demonstrate compliance with ISO 9001:2008 to become an approved vendor to be able to supply product under a new contract. The solution and implementation had to be non-disruptive to the current flow of production activities while ensuring the full delivery to all personnel as required.

The Michigan Manufacturing Technology Center - West (MMTC-West) is a respected partner resource with Kinexus/MiWorks and Michigan Economic Development Corporation, who works with Tri Pac, Inc. on a regular basis. Representatives of MMTC-West were invited to an initial site introduction by the



local Economic Development Representative and Small Business Development Center. The MMTC-West team conducted a Quality System assessment to determine the requirements necessary to achieve ISO 9001:2008 certification.

The Solution

MMTC-West worked with Tri Pac to identify a set of needs and created an effective ISO certification training plan to involve each functional representative of Tri Pac, Inc. MMTC-West representatives then developed and

implemented a custom training program to encompass the Quality Standard requirements per the ISO 9001:2008. The program provided the mentorship Tri Pac needed to achieve certification.

During the training and consulting project, Tri Pac was able to leverage two ISO programs from MMTC-

West, ISO 9001:2008 Quality System Development & Training, and ISO 14001:2004 Environmental Management.

The approach to implementation covered several topic areas. First, MMTC-West provided management with overview training to review the requirements of ISO 9001:2008 quality manuals and documentation. Once completed, the project team concentrated on the quality system development plan, which included completed documentation of the quality system (policy and procedures), and training on the requirements of the standard. After the documentation and system was in place, an internal audit was performed to determine readiness for external certification. Based on the audit, a system review was completed and plans were developed for resolution of non-conformances found during the internal audit.

Results

- Tri Pac, Inc. achieved ISO9001:2008 certification on the company's first attempt
- ISO 14001: 2004 certification is currently underway to increase the company's Environmental Management System to incorporate Sustainability and Environmental Impact
- In 2014 expanded its state-of-the-art facility, adding two lines for aerosol products that can produce more than 16 million units each year, Increase in capacity by 60 percent (in quantity of units)
- Company revenues have grown at an average rate of 30 percent a year
- Increase in Inventory Turnover Ratio by 12 percent
- Increase in retention of skilled personnel by 15 percent
- The company now has documented procedures and processes from receiving to manufacturing to shipping
- Tri Pac has training programs and work instructions for employees at every level
- The company now has an Internal auditor dedicated to Quality

“Our MMTC-West coordinator had immense industry experience and prior auditing knowledge with the certification requirement and audit process. The training was smooth and worked concurrently with our daily operations. We received invaluable input during our implementation and certification stage and are delighted with the overall professionalism.”

Vikram Shah, President, Tri Pac, Inc.

