

Success Story

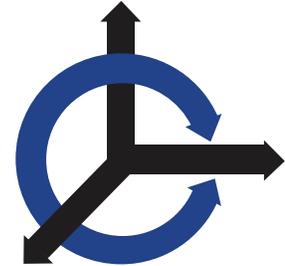
Quality Management Systems

Gaishin Manufacturing

An ISO 9001 Path to Growth

Established by Mike Gaishin in 1989, Benton Harbor-based Gaishin Manufacturing has become a preferred supplier to a broad range of industries, including: aerospace, medical, agricultural, energy, automotive, lawn and garden, and sports and leisure. Today, the company hosts over 40 employees under the leadership of Gaishin's sons, Rudy, Andy and Jeff Gaishin.

Through innovation and technology Gaishin Manufacturing has grown exponentially into a full service supplier of precision quality products. Today with the core philosophy to provide the best value through exceptional quality, superior service, and continuous improvement, Gaishin Manufacturing has become a premier supplier of quality products in many of today's markets.



The Problem

To support the company's plan for continued strategic growth, Gaishin developed a plan to increase its marketing efforts to new customers. However, in order to win that new business, many of those customers required that Gaishin achieve its ISO 9001:2008 quality certification.

Rudy Gaishin, Gaishin Manufacturing President, contacted the Lake Michigan College M-TEC for information and was directed to the team at the Michigan Manufacturing Technology Center - West.



The Solution

MMTC-West facilitators launched the project with Gaishin by providing a free 1-hour Quality Management System (QMS) Assessment. The assessment reviewed the company's current practices to determine the areas in need of improvement.

Based on the findings, Gaishin's management team was provided specific training and coaching on the implementation of an ISO 9001:2008 Quality Management System. MMTC-West

facilitators worked with the team to identify key steps, roles and responsibilities required to ensure a successful and sustainable quality systems implementation and certification.

The following key services were provided by MMTC-West to the Gaishin management team:

Management Overview Training – 4 hours

- Gives the Management Team a thorough understanding of the ISO 9001:2008 standard including:
- List of activities that must be conducted in order to achieve compliance to the standards
- Strategy for the plan to achieve registration
- Requirements of ISO 9001:2008 Quality Manual/Documentation

System Development – 36 hours

- Review of current documented quality system (policy and procedures)
- Training on the requirements of the standard
- Modification of existing system where necessary to meet the requirements of the standard
- Each session will work with a portion of Gaishin Manufacturing's system, starting with sales and following a typical product through the system.

“The MMTC Trainer was very down to earth and able to translate the system to a practical level of understanding and aligned us for success. MMTC helped us optimize our quality manual documentation to a manageable system that is most effective for us to grow. The certification has brought new opportunities with our ability to demonstrate to potential clients our quality commitment.”

Rudy Gaishin, President, Gaishin Manufacturing

Internal Audit – 8 hours and System Review – 16 hours

- Conduct internal audits based on developed audit plan
- Output of internal audits would be a written management summary as well as detailed non-conformances on Gaishin Manufacturing's corrective action form
- Plan for resolution of non-conformances found during the audit
- Ensure everyone is prepared for the registration audit
- System review hours may be reduced based on Gaishin Manufacturing's implementation

Results

Gaishin Manufacturing successfully achieved ISO 9001:2008 certification audit, passing with zero non-conformances. But, that was only the beginning.

Armed with its new ISO achievement, Gaishin began marketing its new certification to both current and prospective customers. The certification has opened new leads and new process capabilities. It also allowed the company to qualify as a “Level 2 Supplier”, opening up even more opportunities. Finally, the company was able to retain a vehicle safety component manufacturer, representing 2-3% of Gaishin's annual sales.

Success Story

Gaishin is realizing gains internally as well. The company has increased employee awareness of the importance of quality throughout the production process, and communicated its importance to the business's metrics. Any non-conformances are now closely measured and the company has effective correction strategies to address them.

Gaishin's customer claims have decreased by 40%, with more efficiency expected as the quality system matures.

Finally, customer on-time delivery has also improved over 20% since the implementation of the company's quality management system.

"The MMTC Trainer was very down to earth and able to translate the system to a practical level of understanding and aligned us for success. Our employees have a greater sense of pride in where they work as an ISO certified company. MMTC helped us optimize our quality manual documentation to a manageable system that is most effective for us to grow. We have a more effective corrective action plan that is a living system for our continuous improvement. The certification as brought new opportunities with our ability to demonstrate to potential clients our quality commitment."

Rudy Gaishin, President
Gaishin Manufacturing

