



CASE STUDY

VALENCE SURFACE TECHNOLOGIES, LLC

SUBMITTED BY

Catalyst Connection

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PROJECT CONSULTANTS

Craig Wilson, Managing Director, Quality/Process Improvement, Catalyst Connection



Valence Surface Technologies, LLC,
414 Innovation Dr,
Blairsville, PA 15717

Valence Surface Technologies, LLC, located in Indiana County, is an industrial coating services company specializing in metal pretreatment, passivation, anodizing, powder coating, and painting. Additionally, they offer specialized services in painting, plating, finishing, assembly, and special packaging.

EXECUTIVE SUMMARY

Catalyst Connection has performed Valence's internal audits of various administrative, testing and production processes. For this project, Catalyst Connection's Craig Wilson a Probitas AS9100 Authenticated Experienced Auditor to conduct scheduled internal audits against the AS9100™ Rev D standard and established internal processes. This process included:

- A review of procedural and work instruction level documents applicable to the selected processes
- An audit of operating practices to assess compliance with defined process and AS9100

CHALLENGES

Valence Surface Technologies works with clients in the aviation, space, and defense industries. It is important that they maintain AS9100™ compliance to meet the needs of these customers. AS9100 is a widely adopted and standardized quality management system for these demanding industries.

"The facets of the internal auditing requirements of the AS9100 REV D standards can be daunting due to the difficulty of removing yourself from your everyday work life and seeing issues where they truly stand within your organization in comparison to the requirements of the standard. The ability to use the in-depth knowledge of Craig Wilson, who performs like a regular auditor when identifying non-conformities but then changes his hat and offers support and years of experience to enable the appropriate fix and documentation to support the changes and back the findings is priceless. To top that, the concise audit report is loaded with useful information about the non-conformance as well as top notch opportunities for improvement.

I will always recommend Catalyst and Craig Wilson for internal auditing for honest and effective internal audits for each area of the requirement."

Tammy Speal, Quality Manager

HOW AIM HIGHER CONSORTIUM ASSISTED

AS9100™ Compliance

Catalyst Connection worked with Valence Surface Technologies to perform internal audits of processes against defined processes and the AS9100 standard. The following is an outline of the tasks that were executed to achieve the project objectives, as well as measure and gauge performance based on agreed upon impact metrics.

Catalyst Connection performed the following activities:

- Reviewed previous audit reports of the targeted process
- Reviewed existing documentation for compliance with AS9100 requirements
- Conducted audits in an objective and impartial manner in accordance with the requirements of ISO 19011 and ethical auditing principles established by Probitas Authentication and Certus Professional Certification
- Performed audits through a combination of;
 - Witnessed process activities
 - Interviewed employees associated with the process
 - Review of process records
 - Assessment of performance against established Key Performance Indicators (KPI's) and applicable Process Effectiveness Assessment Reports (PEAR's)
- Reporting of audit results in accordance with Valence's procedure for conducting internal audits or an alternate approved method

RESULTS, RETURN ON INVESTMENT AND FUTURE PLANS

Increased and Retained Sales: Retention of current accounts and the opportunity for new business from companies that request/require AS9100 registration.

Reduced Costs: Standardized processes and work procedures have improved quality and reduced scrap/rework. Through process improvement and employee training, efficiency has improved.