



AIM HIGHER CASE STUDY

AS9100™ Compliance & Process Improvement

REYNOLDS MACHINE COMPANY, INC.



<http://www.reynolds-machine.com/>

Catalyst's process improvement expertise and experience with AS9100 Compliance has helped our organization become more in tune with profitability. By helping us improve our quality systems, we were able to solidify our Space/Aerospace customers.

~ Melissa Reynolds, Owner

EXECUTIVE SUMMARY

Reynolds Machine works with clients in the aerospace industry who demand Reynolds maintain AS9100 compliance. Catalyst Connection's Craig Wilson performed the audit activities and completed the reporting activities to allow Reynold's to continue to meet this quality standard. The processes and procedures that Reynold's employees must implement in their daily activities keeps a high standard of quality and efficiency. As a result, Reynolds Machine reports the following successful outcomes:

- Increased and Retained Sales from customers that desire to work with AS9100 compliant companies
- Reduced Costs by using quality standards that requires less rework and produces less scrap materials.

CHALLENGES

Reynolds Machine works with clients in the aerospace industry. It is important that Reynolds maintain their AS9100™ compliance to meet the needs of these customer. AS9100 is a widely adopted and standardized quality management system for the aerospace industry.

AIM HIGHER CASE STUDY

Reynolds Machine Works

HOW AIM HIGHER CONSORTIUM ASSISTED

AS9100™ Compliance

Catalyst Connection's certified AS9100™ Authenticated Experienced Auditor, Craig Wilson, facilitated the initial management review and conducted scheduled internal audits against the AS9100™ Rev D standard and established internal processes. He conducted a management review of QMS performance that is expected to include leading the meeting discussions and recording meeting results in accordance with Reynolds' procedure QP 5016 titled Management Review.

Catalyst Connection performed the following activities:

- Performed pre-audit activities by gathering and analyzing previous audit reports and documentation.
- Conducted audits in an objective and impartial manner through
 - Witness process activities
 - Interview employees associated with the process
 - Review process records
 - Assess current performance against the Key Performance Indicators (KPI's)
- Completed and submitted internal audit reports in accordance with Reynolds' procedure QP 5018 titled Internal Audits

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.

ABOUT AIM HIGHER CONSORTIUM

The AIM Higher Consortium is a wide-ranging program funded by the Department of Defense with the goal of strengthening the defense supply chain in the Greater Pittsburgh region of Southwest Pennsylvania and West Virginia.

ABOUT CATALYST CONNECTION

Catalyst Connection is a private not-for-profit organization headquartered in Pittsburgh, Pennsylvania. We provide consulting and training services to small manufacturers in southwestern Pennsylvania, accelerating revenue growth and improving productivity.