

AEROSPACE SUPPLIER GROWS BUSINESS WITH ISO & AS9100

BACKGROUND:

Although **General A&E** had a solid aerospace client base, many of them had begun to require specific certification to continue doing business with them. This requirement could put current business at risk. One client was poised to give General A&E additional business once they upgraded their certifications.

CHALLENGE:

It became obvious to General A&E they needed to upgrade to ISO, AS9100 certifications and be more in compliance with NADCAP in order to retain its customers, as well as, secure any additional business in this market.

General A&E attended an NJMEP Lean Manufacturing Event in 2003 and had also received ISO Technical Assistance back then, so when they needed assistance to upgrade certifications the company reached out to NJMEP again.

SOLUTION:

With the help of NJMEP Field Agent Joe Carotenuto, General A&E was able to identify the appropriate training resources to assist in obtaining their certification. Joe also helped the company get financial assistance to reduce the cost of the training through a Customized Training Grant from the New Jersey Department of Labor and Workforce Development (NJDOL).

With the help of the grant, General A&E was able to train twenty-five employees in seven sessions of ISO training and one session of Quality Control Technology. The training touched on all levels of the organization from shop floor workers to supervisors and management. John Baker, General A & E's President explained, "The training has helped some of our employees who were performing below the baseline to improve their performance." General A&E embraced AS9100 & NADCAP as a tool to raise the bar on the quality and repeatability of the products they produce. The training helped them achieve that. Baker added, "We used other non-profits for ISO classes but we couldn't actually get registered until NJMEP managed the process of getting us to the finish line."

RESULTS:

As a result of the work that was done with NJMEP to upgrade certifications, General A&E:

- Increased sales by \$10,000
- Retained \$100,000 in sales that would have been lost without the certifications
- Realized \$5,000 in cost savings
- Hired five new employees

The certifications positioned General A&E for more aerospace and military work increasing business at greater profit margins. The training grant focused on the company's welding operations to insure it would meet customer requirements and be well prepared for the customer audit process. The company also achieved a better understanding of NADCAP requirements and is working toward NADCAP accreditation.

Connect with NJMEP:



“NJMEP assisted us with the application process and managed the project to make sure we stayed on target and completed the training by the grant end date. We have worked with NJMEP for many years; they are a trusted resource whom we will continue to look to for support in the future.” John Baker, President, General A & E.

General A&E and NJMEP have continued to work together. NJMEP recently completed a Lean Transformation that was funded through the NJDOL and they are currently implementing the second phase of the transformation to improve their processes and eliminate waste.

General A&E Manufacturing Co., Inc. of Hackensack, NJ, is a precision metal fabricator that has been serving the Military, Aerospace, Medical and Commercial sectors since 1954 when it was founded. The company manufactures metal cabinets, chassis and panels for electronic controls in its 25,000 sq. ft. facility. General A & E is an approved military contractor with CMM capabilities.

NJMEP'S MAIN SERVICE AREAS

- Business Development Services
- Contingency and Emergency Planning
- Destination Innovation
- Energy Alliance Program
- ExporTech™
- Human Resources Solutions
- Lean Business Solutions
- Quality Management Systems & ISO
- R&D Tax Credits
- Six Sigma
- Supply Chain, Transportation and Logistics Services

Connect with NJMEP:

