

RESULTS

COMPANY PROFILE

Scan Tool & Mold, Inc., has been serving the plastics industry for more than 30 years. Since its inception in 1971, the company has operated on the principles of integrity, quality, workmanship and customer value. Today, customers from the medical, dental, automotive, electronic and cosmetic industries enjoy single source solutions for their injection molding and plastic mold fabrication requirements: from concept to completion.

Scan Tool has become an industry leader with over 32,000 square feet of modern machine tool and injection molding equipment and state-of-the-art manufacturing technology while offering customers unparalleled design consultation, comprehensive manufacturing support, and an intense focus on customer service and value.

SITUATION

Scan Tool & Mold, Inc., made a strategic business decision in the spring of 2004 to become ISO9001:2000 registered. Registration would allow the company to maintain lucrative contracts with key customers in the medical industry, expand to new customers and markets and be more competitive against offshore competition.

SOLUTION

Scan Tool & Mold, Inc., Quality Manager Douglas Goodwin contacted Ray Snyder, CONNSTEP's Senior Quality Systems Specialist, for assistance to become registered to this quality standard. Under the direction of William Yakubik, a CONNSTEP service provider, a plan was determined to help the company reach their goals by the spring of 2005.

Yakubik examined Scan Tool & Mold, Inc.'s documentation and performed a gap analysis to

Scan Tool & Mold, Inc.
Trumbull, Connecticut
26 employees
www.scantoolinc.com

Quality Management Systems

- \$1 million in increased sales;
- \$1 million in retained sales;
- \$10K investment in information technology equipment;
- \$5K investment in workforce practices; and
- \$300K investment in capital equipment.



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assess the degree of existing compliance with the ISO9001:2000 standard. He then assisted company personnel in the conversion of existing documentation of all Tier II (processes) and Tier I (policies) for the company's Quality Policy Manual. In addition, management and staff auditor training was delivered in concert with the Standard and Yakubik also conducted internal quality audits to deliver a final audit report prior to the registrar review.

RESULTS

The company passed their audit and received the ISO9001:2000 registration in April of 2005. Following the registration, Scan Tool & Mold, Inc. requested CONNSTEP's assistance to assume the internal auditing function. Again, CONNSTEP turned to William Yakubik to perform internal audits for their internal Quality Management System compliant to ISO 9001.

After becoming registered to the Quality Standard, the company realized the following return on investment:

- \$1 million in increased sales;
- \$1 million in retained sales;
- \$10K investment in information technology equipment;
- \$5K investment in workforce practices; and
- \$300K investment in capitol equipment.

Through the investment in new, state of the art equipment, the company is able to better control variance and continuously increase the quality of the product; creating a solid competitive marketing position.

"CONNSTEP and their service provider, William Yakubik, were essential contributors to our becoming ISO9001:2000 registered.

With these positive changes and business growth, we are better able to serve our customers and become more resilient to offshore competition."

John Gotch, Jr.,
Vice President
Scan Tool & Mold, Inc.

