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ISO Registration Helps Company Retain Sales

October 2007 was an important month for Wilcorp Industries, Inc., and one that marked the culmination of a major undertaking for this 21-year-old company that specializes in the packaging of adhesives and sealants, according to Company Plant Manager Randy Van Landuyt.

That's when the company's Marshfield and Billings plants were notified that they had passed an audit and been recommended for ISO 9001:2000 registration.

ISO 9001:2000 registration helps both product and service oriented organizations achieve standards of quality that are recognized and respected throughout the world.

To receive ISO 9001:2000 registration, Wilcorp Industries had to meet a set of comprehensive quality system requirements and pass an audit by an independent, third party firm.

In 2006, one of Wilcorp's major customers notified the company that to retain its business, the company would have to become ISO 9001:2000 registered in 2007.

To do so, the company sought assistance from Missouri Enterprise.

Wilcorp's ISO journey had several steps. First, in an executive overview of the process, Missouri Enterprise explained what registration would require. With management's commitment, Missouri Enterprise then provided a thorough gap analysis of



Randy Van Landuyt, Darren Ashley, plant supervisor and Susan Scarborough, management representative, reviewing production schedules at the Marshfield facility.

Wilcorp's existing quality management system.

Based on the gap analysis, Missouri Enterprise provided training and implementation assistance to help the company prepare its processes and documentation for the registration audit.

Registration saved the company about \$12 million in sales that would have been lost. Seventy jobs in the Billings and Marshfield plants were retained.

"Missouri Enterprise's overview of the ISO program and its requirements was very thorough and we were especially impressed with the analysis in the baseline assessment," said Van Landuyt.

Four State Department Directors Highlight Manufacturing Conference

The heads of four State of Missouri departments were among a group of 16 distinguished experts representing a variety of disciplines who spoke at last month's Manufacturing Matters! Conference.

After a welcome from Gary Marble, president of Associated Industries of Missouri and Mary Davis, president and chief executive officer of Missouri Enterprise, Omar Davis, director of the Department of Labor and Industrial Relations opened the Conference.

Davis discussed the results of recent changes in the state's Worker's

Continued on Page 2

Manufacturing Matters! Conference

Continued from Page 1

Compensation Program and the financial status of the Second Injury Fund; and particularly how they will both impact manufacturers.

Doyle Childers, director of the Department of Natural Resources, explained the department's Compliance Assistance Initiative and one of its key elements, the Ombudsman Program.

Since 2005, Childers said, the ombudsmen have made more than 4,300 contacts with citizens, community leaders and business to answer questions, gain input and speed up service to department customers.

At a luncheon speech, Greg Steinhoff, director, Department of Economic Development and Pete Rahn, director, Department of Transportation, both informed and entertained attendees.



Greg Steinhoff, Director of the Department of Economic Development, was one of four state department heads to participate in the Conference.

Steinhoff told the audience how the Quality Jobs Program and factors like Tort Reform are affecting Missouri businesses and how the Department is leveraging Missouri assets like its central location, business climate, affordability and quality of life to retain existing business and compete with other states to attract new ones.

Rahn discussed his department's use of the design/build process to get the most for the taxpayer's money in the least amount of time.

He cited the Paseo Bridge in Kansas City and the I40/64 rebuilding project in St. Louis as good examples.

Rahn also discussed with the audience how important a good transportation system is to retaining and attracting new business to the state.

The Conference Keynote was deliv-

ered by nationally known author and product developer Doug Hall, who presented an overview of the national Manufacturing Extension Partnership Growth Strategies program, Eureka! Winning Ways®.

The program helps companies make smarter choices for top line sales growth and is currently being launched here by Missouri Enterprise.

Other speakers who received high marks from the audience included:

Rose Maria Hopkins, Missouri Training and Employment Council and **Steve Anderson**, ACT, Inc., who explained the new Work Keys/Missouri Career Readiness Certificate program which is a reliable predictor of an individual's capacity to learn new skills required for a job or a training program.

Curt Lopez, Missouri Enterprise, who discussed the ways to use a quality management system as the foundation of an integrated continuous improvement initiative and culture.

Daniel Stark, Department of Labor and Industrial Relations, whose presentation covered the benefits and operation of the department's Safety and Health Onsite Consultation Program.

Susanne and Carl Medley, Customer Communications Group, who showed attendees ways to put the "WOW" in a company's customer service.

Dr. John Hamilton, St. Louis University Consortium for Supply Chain Management, who presented an introduction to supply chains and supply chain management as well as key points in supply chain management for manufacturers to consider.

Tammy Floyd, Division of Workforce Development, who explained Missouri's Customized Training Program and how it helps Missouri manufacturers compete.

DeVonne Gardner, Professional Strategies, Inc., who spoke about

Denis Dyke, Missouri Enterprise Project Manager

Denis is a recognized expert in driving enterprise service, systems, products and manufacturing excellence. His areas of expertise include Lean Enterprise Transformation, Six Sigma for both Design and Manufacturing Processes and Products, New Product Development Systems and Methodologies, Quality Assurance, Process Validation, Product Reliability, Financial Analysis and Strategic Planning.



He has been employed in the chemical; medical device, pharmaceutical, plastic processing and packaging industries.

Denis has a Bachelor of Science degree in Chemistry and Chemical Engineering, and Masters of Science degrees and studies in Polymer Science and Plastics Engineering, Mechanical Engineering and an MBA in Finance and Strategic Planning.

Denis has been certified as a Six Sigma Master Black Belt by Sigma Breakthrough Technologies (SBTI) and as a Six Sigma Black Belt by the American Society for Quality (ASQ).

recruiting the right people and creating work environments that cultivate successful employees who generate productive, profitable and growing organizations.

Ray McCarty, TaxPayer's Research Institute of Missouri, who explained what manufacturers must do to take advantage of the new state Manufacturer's Sales Tax Exemption.

The 1 ½ day Conference also provided time for networking and informal conversations about issues facing manufacturers in Missouri.