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ATS Launches Eureka® Winning Ways Growth Strategies Project

ATS (Airport Terminal Services, Inc.) provides a variety of vital services to airlines and airports in large and small cities in the United States and Canada.

The company's broad range of services includes passenger services, ramp handling, aircraft cabin cleaning and cargo loading and unloading, warehouse receiving and delivery and aircraft fueling.

ATS is a member of the Aviance Alliance, an international group of similar member companies that retain their independence and local expertise while working cooperatively to meet customer needs efficiently and cost effectively.

The company was founded in 1975 as a subsidiary of St. Louis based aviation company. In 1986, it became part of Trans World Airlines and has operated as an independent, privately owned company since 1994.

Recently, the company launched a Eureka! Winning Ways® Growth Strategies project that according to company estimates could result in several million dollars in increased and retained sales annually, according to Paul Wappelhorst, Vice President.

During a one-day Eureka Idea Engineering session facilitated by a

Missouri Enterprise Growth Coach, the ATS team generated more than 60 ideas for new products, new customers/markets and new marketing/sales messages.

Of those 60+ ideas, the team selected the two best quick impact

and two best big impact for further development. Quick impact ideas are those that can be implemented very quickly while big impact ideas may take longer to implement, but have potential for greater top line growth.

Continued on Page 2



When Gus' Pretzel Shop, a long-time St. Louis institution that produces old family recipe pretzels which are sold throughout the area, needed to increase production to meet consumer demand, owner Gus Koebbe asked Missouri Enterprise for assistance. Missouri Enterprise helped Koebbe locate Laciny Brothers, a custom designer and fabricator of manufacturing equipment which in December 2009 completed and delivered a new dough extruder that has significantly increased capacity at the shop. Shown testing the new extruder are (from left) Norman Lorenzen, Gus Koebbe, Gus Koebbe III, Dale Kingsbury and Tim Laciny.

Eric Scott Begins AS9100 Quality Management System Project

Since the mid 1980's, Eric Scott of Sainte Genevieve has designed, engineered, manufactured and distributed a variety of high quality products and services for clients worldwide.

The company became ISO 9001:2000 compliant in 2003 and since several of their customers are aerospace manufacturers, company management understood the importance of earning AS9100 certification as well. AS9100 is the most current quality management certification for the aerospace industry.

Based on previous experience with additional projects including the original ISO compliance, Eric Scott turned to Missouri Enterprise for assistance with this project. Missouri Enterprise offers expertise in areas that correlate with Eric Scott's existing resources to ensure a timely

completion of the certification.

"Not only will AS9100 certification be important in retaining our existing customers, but it is a means for our company to expand into markets where registration is a prerequisite for doing business," said Doug Goforth, Engineering Project Manager. Equally important, Eric Scott's management team sees the certification process as another quality management tool and a part of their commitment to their culture of continuous improvement.

To begin the registration process, a Missouri Enterprise ISO specialist worked with the company's quality management team to conduct a thorough analysis to determine the state of the company's existing quality management system and to develop a plan by which the company

could move quickly and efficiently toward AS9100 certification and develop an AS9100 quality management system that is easy to use and to maintain.

Based on that analysis, Missouri Enterprise will help the company align its current quality policy, objectives and quality manual with the requirements of the AS9100 standard.

In addition, to prepare for a certification audit by an independent, third party registrar, Missouri Enterprise will provide overview of the AS9100 to all company team members as well as project management, training, documentation preparation and implementation assistance, internal audit training and on-site support.

Eric Scott plans to complete the project by the fall of 2010.

Missouri Enterprise Earns ISO Quality Management Registration



Last month, Missouri Enterprise joined hundreds of other Missouri companies that it has helped achieve ISO registration when SRI Quality System Registrar completed an audit of the Missouri Enterprise Quality Management System (QMS) and issued an official Certificate of Registration.

According to Missouri Enterprise President and Chief Executive

Officer Dusty Cruise registration signifies that the company QMS has been audited by an independent third party and found to be in complete compliance with ISO 9001:2008, the most current ISO standard.

When he congratulated the Missouri Enterprise staff on the accomplishment, Cruise said, "As we tell our clients, ISO registration brings international recognition for adherence to a strict set of quality standards, but equally importantly, it provides a very powerful framework for managing all of a company's critical operations."

Missouri Enterprises' quality management system registration is valid until 2012, subject to ongoing internal audits and management reviews, Cruise said.

ATS Growth Strategies Project

Two of the ideas were evaluated using Merwyn Research, a unique combination of a sophisticated computer database and a team of experts. In both cases, the ideas earned a Merwyn scores considerably higher than typical.

The ATS team is currently devel-

oping the plans to move forward with implementation of their two ideas.

To see how a Missouri Enterprise Eureka! Winning Ways® Growth Strategies project can benefit your company, contact your Area Business Manager at 800-956-2682.

Continued from Page 1