

MAGicALL Expands Business Opportunities with AS9100 Certification From TÜV Rheinland

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BACKGROUND

MAGicALL is dedicated to serving the need for high performance magnetic components and electronic systems demanded by modern power conversion systems. The company provides both advanced design technology and low-cost global manufacturing services to address all of its customers' magnetics needs.



BUSINESS CHALLENGE

MAGicALL had an opportunity to produce a motor for an aerospace company. To do so, the company had to meet the aerospace industry's requirements per the AS9100 standard. MAGicALL believed that aerospace could become a major portion of its business in the future and embarked on a journey to achieve the AS9100 certification. AS9100 defines the roles and responsibilities of staff, provides a clear-cut outline of effective aerospace production, and promotes innovative practices in the aerospace sector that will guarantee safety and security.

SOLUTION AND RESULTS

MAGicALL was new to a quality management system (QMS) certification process but was ready to take the plunge.

The company underwent an audit by its aerospace customer and sought to apply lessons learned from that experience to the AS9100 Certification.

As a starting point for AS9100, MAGicALL hired an outside consultant to develop a QMS manual and operating procedures, and the company management refined the operating procedures over a number of months. The next step was to review and revise the production documentation while implementing a material requirements planning (MRP) system. The MRP required new and revised documentation and processes to help plan manufacturing activities and ensure materials were available for production, and products were available for on-time delivery.

Taking the effort a step further, MAGicALL trained personnel per the revised documentation, with periodic management review meetings to track the progress. To assess its own performance, the manufacturer conducted internal audits and discovered some non-conformances, which it sought to resolve. "We implemented corrective actions to resolve the internal audit findings," said Ron Zander, Director of Quality, Management Representative, and Senior Manufacturing Test Engineer for MAGicALL. "A team met weekly to review progress to get in the best shape we could before the third-party registrar was to evaluate our system." The next step for MAGicALL was the registration audit, which was carried out by TÜV Rheinland's auditor JoCeal Urbaniak.

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SOLUTIONS AND RESULTS CONTINUED

Urbaniak conducted a stage one audit to verify that the organization's system was ready for the rigorous evaluation to the AS9100 standard. She followed with the stage two audit, during which she examined the system's design, metrics and execution. She interviewed the personnel responsible for or involved in all the various processes of the QMS and reviewed records of the processes. The processes audited and certified included the product life cycle, order generation, order fulfillment, post-delivery support, product non-conformance, supply chain management, and supporting procedures.

MAGicALL's QMS improved as a result of each audit, and the company implemented several corrective actions to optimize the system. "JoCeal Urbaniak is an asset, she makes sure that we understand our problems, so that we can resolve them and improve," said Zander. "In a certification process like this, it is really helpful that the auditor works with you to improve, rather than just policing and punishing you."

After the company implemented corrective actions, TÜV Rheinland issued the AS9100 certification, making MAGicALL a qualified aerospace supplier and opening doors for significant potential business opportunities. "Certification should not be viewed as an endpoint, but as a major step toward continuous improvement," said Zander. "Internal audits, customer feedback and the registrar's advice are all important steps in establishing, maintaining and improving a QMS. Since we first implemented it, we have had fewer customer returns and better on-time delivery performance." "AS9100 certifications are earned through hard work, commitment and time," said Urbaniak. "The management team at MAGicALL showed the level of commitment required in achieving certification status through understanding the interpretation of the AS9100C requirements and the need to invest in additional resources and time, which is not always understood, or provided. The company-wide attitude during the interview phase supported the commitment from management."