

RC FASTENERS & COMPONENTS



50% 'paperless'. Today, coincident with their successful certification to ISO9001: 2008, they are 90% paperless, and their goal is to achieve '100% paperless'.

Previously, when a customer sent a purchase order to RC Fasteners, it was entered into the system and the paper copy was filed. All aerospace related parts received by RC Fasteners from their suppliers must contain manufacturing certifications, which allows RC Fasteners to document manufacturer lot traceability where every part originated. These must be kept in RC Fasteners file cabinets for 7 years, just in case one of their customers requires certification documentation years from now.

"Today, the manufacturing certifications on every part we deliver to our customers are scanned electronically, and then backed up on the Cloud nightly", Rick says. He continued, "Recently, we had a customer who contacted us requesting certifications on parts they ordered 6 years ago. We didn't have to dig through file cabinets to obtain manufacturing information — it was available at our finger tips immediately."

When RC Fasteners issues a purchase order for aerospace components, they always request the manufacturer's certifications. Rick says, "In the past, we often had to make several phone calls to receive the certifications. Now, when our PO says that we are ISO certified and that we require the manufacturer's certifications, our acknowledgement nearly always comes back with all of the certification paperwork we need." He continued, "ISO certification just provides us with a higher level of respect from our customers and suppliers."

The processes put in place with ISO certification have been advantageous to RC Fastener's customers, Rick says. We know immediately if there is a delay from one of our manufacturers in a shipment, and we can now communicate this delay immediately to our customers. What happens next is that RC Fasteners and their customer either renegotiates a new shipment date, or the parts get expedited. "This immediate communication with our customers on the status of their order is invaluable", Rick says.

Rick has been in the fastener industry for more than 30 years, and he remembers years back how painful and disruptive ISO certification was to a business. This, he says, is what kept him from taking this important step in the company's business processes until recently. "We risked losing 2 customers because we lacked the certification", he says, "and we knew it was time to take this next step."

Once Rick and the team at RC Fasteners made the decision to certify to ISO9001: 2008, he contacted and interviewed a few ISO consultants. "I talked to colleagues in the industry, and Bretta Kelly, owner of BMSC, came up with high recommendations." He continued, "I prayed for the right choice, and once I interviewed Bretta, everything fell in line. I knew she was the ISO consultant RC Fasteners needed."

RC Fasteners is a small company with limited resources, so the team elected to purchase BMSC's

Announces ISO9001:2008 Certification With The Help of Consulting Firm BMSC

RC Fasteners just improved their business. Dramatically, in fact. Rick Johnson, co-founder of the company with his wife Chris, says, "If I had known how much ISO certification would help our business, and how relatively painless this would be, we would have certified long ago!"

Prior to ISO certification, RC Fasteners, a component and fastener superstore, stocking industrial and commercial fasteners combined with specialty components for aerospace, precision electronics, and other specialized industries, had improved their business processes by increasing their operations to



complete package. Rick says this was well worth it, and it meant that certification could be completed in just about 3 months. "Bretta and her colleague Debbie Hart were just outstanding", Rick says. He continued, "They earned our trust, and this is critical in a consulting relationship."

Rick says, "Because we distribute our products to the Aerospace Industry, we decided to be proactive and implement an AS9100/AS9120 compliant system. At the same time Great Western Registrar conducted our ISO 9001:2008 registration audit, they also performed an AS9100/AS9120 compliance audit, which concluded successfully."

"Our entire team is thrilled about achieving ISO certification, and about our success in the audit (with 0 nonconformance's)", Rick says. Everything we do today is a notch up — as an example we always had an incoming and outgoing inspection on all parts shipped to our customers — now we have 3 inspections — incoming, outgoing, and final inspection." Rick says this is especially advantageous for the parts that they ship overseas. "We are honored to be certified, and we see the increased respect we receive from our customers and suppliers on a daily basis", Rick adds.

For over 30 years, the RC team has built strategic relationships with industry-leading manufacturers, enabling them to offer top quality products at factory-direct prices. Through these partnerships, they provide precision CNC machining on specialty, made-to-print parts, both domestic and import. Hard-to-find items are their specialty. And today, they are proudly ISO9001: 2008 certified. Contact them at 623-516-1551 or go directly to their website for easy online ordering (rcfastener.com)

To learn how BMSC can help your company to achieve ISO9001: 2008 and/or AS9100 Revision C certification, contact Bretta Kelly at (602) 445-9400 or visit BusinessMSC.com