



## EDM Express Certifies Their Arizona and Missouri Locations to ISO:9001 With The Help Of Consultant Company BMSC



If you have ever visited EDM Express and you were asked if they were ISO certified, your answer unequivocally would have been, “Of course they are.” That is what I would have said, as I have been through the pristine shop filled with the latest technology.

The truth is that they just officially certified last month. Joe Jackson founded the company, now in its 15th year. Joe says, “A lot of mediocre machine shops are ISO certified, and I just intuitively believed ISO certification wouldn’t make us a better shop.” “But”, he

continued, “We are finishing up a record year, and I made the decision that if banner years continue to occur, we will need a more formal set of documented procedures. We want processes in place to facilitate continued growth.”

Troy Six, Engineer and ISO Manager at the company, says, “We didn’t go through the ISO certification process as a result of customer requirements.” He continued, “While every once in a while we have had a customer ask if we were certified, when we told them we weren’t they still used our services. Everyone who visited us just made the assumption that we were certified, because we operated much in the way you would expect an ISO certified company to be run.”

When Joe and the team made the decision to certify in 2014, they contacted Bretta Kelly, owner of BMSC. Joe says, “This was in August, and we hired her immediately.” When asked if they contacted other consulting companies to help them prepare for ISO certification, the answer was “No”. Joe elaborates, “I read about BMSC and Bretta and Debbie Hart in every Metalworker issue. They’ve helped prepare like 700 companies for certification, so there was no need to look elsewhere for an ISO consultant.”

EDM Express opted for BMSC’s premium ISO certification package, which takes the most advantage of BMSC’s expertise. Additionally, they felt that with the pressures associated with unprecedented growth, their team needed to stay focused on getting products to customers. This enabled them to complete the certification process in a very short time frame. In fact, they certified just before Thanksgiving, so the whole process was completed in about 3 months. As is typical of clients BMSC supports prior to ISO certification, EDM Express certified with zero findings, and only a few ‘Opportunities for Improvement’. Troy says that the opportunities for improvement suggested ways to better quantify our processes using more specific measurements.

The management team at EDM Express, pictured in the top right photo, all agree that



ISO certification has been beneficial to their business, and that it will be even more valuable over time. Troy says, “It is just another tool we have in our tool box.” They all additionally are unanimous in their glowing recommendation of Bretta and BMSC.

Joe says, “We actually found some processes that we were doing could be improved, and so we have made some concrete internal improvements.” Robin Lund, pictured above with Joe and Troy holding their ISO certification on 2 plaques, says, “EDM Express is synonymous with continuous improvement, and ISO certification will facilitate measurable improvements that we can now quantify.” The team also agrees that their certification process will help the company’s communication across 2 geographically diverse locations.

Troy says, “We are continuously working to eliminate unexpected down time. Being proactive with equipment maintenance and staying current with the latest technology, we can better manage and forecast downtime to avoid interruption in our processes.”

If you haven’t been to EDM Express in a while, I encourage you to schedule a tour. Joe says, “We’ve made significant capital equipment acquisitions in 2014, and we additionally improved our website.” You can contact them at 1.800.780.7075 or visit [edmexpress.com](http://edmexpress.com).

