



You Get Journeyman Tool & Die Maker Expertise Plus Now An ISO 9001: 2015 Certified Shop!



Journeyman Tool & Die Mold Maker Joe Koenig launched Exactitude more than 13 years ago in 2007. Joe says, “Like many have done, I started my shop out of my garage, working full time for my employer and part time during evenings and weekends for my new business.”

Joe has experience in manufacturing that today is difficult to find. After formal training as a Tool & Die Mold Maker as well as in Industrial Engineering, coupled with the requisite 10,400 working hours in his state indentured apprenticeship required to earn the title ‘Journeyman’, Joe moved from his home state of Wisconsin to Arizona in 1995. “The weather brought me here”, Joe says.

Joe spent the next 11 years with a prominent mold shop in Tempe, and as General Manager for a machine shop in Gilbert for nearly 6 years.

Nearly five years after founding Exactitude and building it on weekends and evenings, the business was established enough in 2011 for Joe to leave his job to support Exactitude’s growth full time. For about a year, Exactitude was located in an airplane hangar that Joe shared. Business grew, machines were added, and in 2012 Joe moved the company to its present location in Mesa, Arizona, into a building 4 times the size of the airplane hangar. Today the company supports its customers with CNC milling and turning, including 5 axis machining. They also offer manual machining, prototyping, tooling, fixtures & gage work.

Joe says, “Certifying was something I knew well from my experience with my previous employer, and I knew that it would be extremely beneficial to our company. I wasn’t scared about the process of certifying but I did worry about it monopolizing our resources.” He continued, “I recognize the benefit to having a piece of paper that says we successfully certified, that it could bring us new customers, but I also understand that a thorough analysis of our processes and instituting improvements would help improve our business overall, from reducing scrap to improving our quality and on-time delivery.”

As is common with start-up machine shops, and particularly when the owner is a Journeyman in his trade, Joe’s involvement in every aspect of Exactitude precluded his company from certifying in the early years. “When I was able to hire our Quality Manager, Ericka Sindel and our Shop Forman, Daniel Lutzenberger, I felt we were ready to begin preparing for the certification to ISO 9001: 2015.”

Joe hired a consultant who his previous company had utilized. “The consultant was good but he wasn’t a great fit for us. We’re still a small company – we didn’t have 5 hours each day to dedicate to the process – really we just needed a consultant that could provide hands on support.”

When Exactitude cancelled their initial consultant, Joe asked around to a number of his peers in the industry. “Bretta Kelly, owner of BMSC, came so highly recommended by more than 5 business owners I contacted. Further, I was assured that BMSC would provide the hand holding we needed.” He added, “BMSC specializes in helping small machine shops to certify; their expertise fit our needs to a tee.”



After a few months (some done remotely due to COVID-19), Exactitude successfully certified to ISO 9001: 2015, and during the process became AS9100 Revision D compliant. The company plans to add AS9100 certification to their list of qualifications in the next year.

“Certification through BMSC was night and day from our previous experience”, Joe says. “Bretta and her colleague Debbie Hart were exceptional. They worked so well with our team and we didn’t feel we had to re-invent the wheel in our current processes. That being said, he added, “We often had dialogs about how a particular process could be done better, there was just that comfortable back and forth.”

“Bretta and Debbie allowed us to achieve certification while still doing what we need to do to remain in business – make parts.” He added, “We really enjoyed working with them, and that just made the whole process that much more enjoyable.”

Joe says that Quality Manager, Ericka Sindel was the most involved in the certification process, but all team members had some level of participation. “The attitude and culture we have developed at Exactitude made the certification process and our company overall so much better – everyone here is excited to come to work and to do their jobs well, and we truly work together as a cohesive team.”

Joe says, “In addition to our specialties of prototyping, product manufacturing and reverse engineering projects, we display great flexibility in order to meet our clients’ needs. We invite you to visit our facility; we believe in an open environment and encourage any questions.” To learn more about Exactitude, visit Exactitudeaz.com or call 480-378-2555.

Are you ready to implement a new ISO 9001:2015 or AS9100D / ISO 9001:2015 System or simplify your current Quality Management System? BMSC owner Bretta Kelly has 20 plus years’ experience implementing and auditing quality management systems for commercial and aerospace companies. Call 602) 445-9400 or visit BusinessMSC.com to learn more.