



BMSC
 BUSINESS
 MANAGEMENT
 SYSTEMS
 CONSULTING



Bretta Kelly, owner of BMSC, has offered consulting services to more than 150 manufacturing entities throughout the Western United States over the past several years.

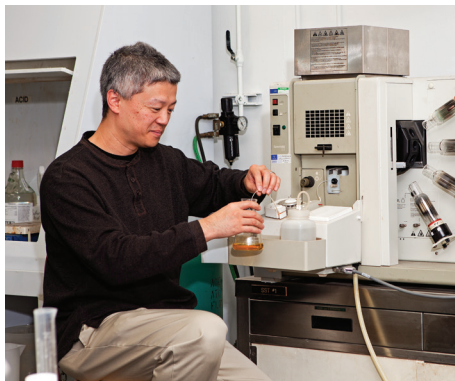
This year, BMSC has helped more

than 40 companies to upgrade their Quality Management System to the new ISO standard, ISO 9001:2015 and to the newest AS9100 standard, AS9100 Revision D.

Read about a few companies that Bretta and her colleague, Debbie Hart, helped in past years, and who recently upgraded to the newest standards, with the help of BMSC.

GoldTech

GoldTech first certified to ISO 9001:2008 and AS9100 in October of 2011. At the time, they were one of the fastest customers to certify with the support of BMSC. Gold Tech employee Julie Flikinger said, “Not only was BMSC’s Bretta Kelly well priced compared to others in the field, we additionally really appreciated her energy, drive and professionalism. There is no way that we could have achieved certification so quickly with zero findings without her help!”



She added, “Our old system was much more complicated than the system we implemented with Bretta’s help. In fact, it was actually taking precision time away from running our business! With our new system, we are proactively looking at every aspect of our business. It enabled us to switch from

a quality management system to, in essence, a business management system.”

Gold Tech Industries began its operations in 1984, and has evolved into a recognized world leader in precision plating applications specific to the aerospace, electronics, communications and defense industries. Gold

Tech’s operations are housed in three site locations in the Tempe, Arizona area servicing a variety of customers world wide.



The Aerospace and Telecommunications Divisions specialize in military and commercial plating applications. This fast growing division is located in a specially designed and equipped facility and is operated under stringent process controls and established testing procedures necessary to maintain a quality Mil-Spec environment.

WC Machine & Tool Inc.

In the summer of 2012, WC Machine certified to ISO 9001:2008 with the help of BMSC. Brian Albrecht, WC Machine & Tool Director of Quality, says, “We needed to accomplish certification in order to retain one of our largest customers, and to continue to grow our business with new customers. We completed the certification in less than 4 months!”

He elaborates, “When one of our customers told us they would only award us prototype work if we didn’t certify, I told the management team that I knew of a superior ISO consultant, Bretta Kelly of BMSC.” The team invited Bretta in to talk about certification. Team member Chris Albrecht says, “Bretta was so knowledgeable about the process and she helped us to understand that her approach would work with what we were doing well today, and it would expand upon our superior processes. She assured us it would be done in just a few months, and it would be relatively painless. Not only that, Bretta’s fees were very reasonable compared to other consultants.”

True to her word, Bretta and her colleague Debbie Hart helped the WC Machine & Tool implement an ISO 9001:2008 system in less



than 4 months! Chris says, “We didn’t have to reinvent the wheel with Bretta’s ISO approach. She worked around our schedules, and she didn’t interfere with the daily business for our team.”

When WC Machine was founded in 1994 the company was known as WC Moulton. It was originally located in small complex in Glendale Arizona. From the onset, the company grew quickly and became incorporated in 1996 and changed its name to W.C. Machine

& Tool, Inc.

Today, the company is located in a state of the art 30,000 sq.ft. facility located in Chandler Arizona. W.C. Machine manufactures precision parts for the Defense, Electronics, Semiconductor, Medical and commercial industries.

WC Machine’s capabilities range from engineering and design, unmanned cellular horizontal machining, total sheet metal fabrication, kitting and complex mechanical and electronic assemblies.

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Arcas Machine

When Arcas Machine first certified to ISO 9001 and AS9100



more than 4 years ago, they went from ~10 2-inch binders for their processes to one manual, less than 1/4” thick. Denny Arcas, 3rd generation Arcas family member running the business, says, “We are definitely saving trees!”

Arcas Machine Inc. was established in 1966, in

Gardena, California. Joseph Arcas founded the company based on his skills in engineering and machining learned in Europe. Steve Arcas, Joseph’s son, became the owner in 1978. The company moved to Gilbert, Arizona in 1997. In May 2009, after graduating ASU, Steve’s son Denny began taking over responsibilities to become the third generation owner.

Arcas Machine Inc. is a precision machine shop, specializing in aerospace machining. Arcas Machine’s current internal goals are: 98.00% (or better) Delivery, 99.40% (or better) Quality and 1.00% (or less) Scrap.

Certification wasn’t a ‘piece of cake’ for the company, seasoned in machining,

but young in its staff. In 2013, it was a fast growing entity, and its customers, including such industry giants as Honeywell and Moog, were putting pressure on the company to certify. Denny says, “We were ready to go through our next audit with Honeywell, and I let them know we were certifying to the ISO/AS9100 standards. They gave us a reprieve on the audit, but it meant we had to certify very, very quickly In fact, we had about 3 months to get this done.”

Denny continued, “BMSC was the company that was recommended to us. In fact, as I visited other businesses in the Valley, I always saw the BMSC logo on the walls. Our machine tool dealer Jeff Currie from Arizona CNC also said he heard great things about BMSC’s work. So we made the decision based upon recommendations to hire Bretta Kelly, on the spot.”

Bretta and her colleague Debbie Hart worked with the Arcas team over the next 3 months. Denny says, “They didn’t try to change the way we did business; they simply documented it. Then they would work with us, and in the end, there were a few processes that we improved on, including our training and our traveler documentation.”

Arcas passed their audit with ‘0’ findings. Denny believes that the ISO and AS9100 certification was advantageous to their ability to support their customers, new and old. Today, Arcas engages with BMSC on an ongoing basis to conduct internal audits and to continue to focus on improvements.

Las Cruces Machine

“You’ll just have to get over yourselves”, Kari recalls Bretta telling her with a chuckle. Las Cruces Machine owners Kari and Rod Mitchell met Bretta at a hotel in Phoenix in 2012. The two were visiting a customer in Phoenix when Kari read through the A2Z Manufacturing magazine, one that featured Bretta Kelly, owner of BMSC, on the cover. Kari says, “I knew that to take our company to the next level, we would have to certify to ISO 9001 and AS9100, and there she was on the cover.” Kari read about the company that Bretta had helped to certify, and she says, “This company sounded like they were our size, and I connected with how Bretta had helped them. She was just what we needed.” Rod and Kari called Bretta immediately, and Bretta met them at their hotel.

Kari says, “Bretta showed us that we were trying to make it too difficult. You don’t have to be the perfect business before you begin the ISO certification process. In the machining environment, things are always changing as the industry responds to technological advancements and offshoring. There are always new improvements to aspire to. The system Bretta developed ensures you identify where you should focus your improvement efforts. With ISO and AS9100 certification, Bretta made it clear, ‘Document where you are today, and use the processes you put in place to drive continual improvements.’”

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Kari says, “The actual process to prepare for certification took less than 4 months. Bretta was outstanding! She not only helps you to get this incredibly simplified but highly effective system, but she really helps keep you from getting caught up with ineffective things that are time wasters.” She continued, “We benefit from the depth of experience Bretta gets from other engagements, and her vast expertise.”

Las Cruces Machine engaged BMSC with their ‘maintenance service’, where each 6 months Bretta and her colleague Debbie Hart perform internal audits and

facilitate management reviews.

Las Cruces Machine gives customers a true advantage when it comes to controlling parts inventory, eliminating offshore supplier delays, and cutting overall costs. Their central Mexican border location is just minutes away from North America’s largest maquiladora market, which encompasses El Paso, Texas, and Juarez, Mexico. This gives Las Cruces Machine’s customers a huge cost-savings advantage.

Las Cruces Machine offers its customers a 40,000 square-foot integrated manufacturing facility featuring modern, state-of-the-art equipment managed by an integrated manufacturing shop control system. This means Las Cruces Machine can track and analyze manufacturing data, allowing them to ensure the best quality, price and up-to-the-minute delivery schedules.

Las Cruces’ clients can enjoy the ability to cut their warehousing costs and parts inventory requirements, which may be required when doing business with offshore sources.

Hear From Bretta

So far in 2017 alone we have upgraded more than 40 companies to the ISO 9001:2015 Standard, AS9100D / ISO 9001:2015 Standard, AS9110C and AS9120B Standards! All have implemented or upgraded successfully with zero to one finding during their audit. Companies upgrading from the ISO 9001:2008, AS9100C, AS9110B or AS9120A Standards are having a much easier time than they thought it would be, because the actual core requirements of the standards did not change very much.

The main differences from the ISO 9001:2008 Standard to the ISO 9001:2015 Standard are the layout, numbering and language; the new standard has 10 sections versus 8 and some familiar language such as control of documents and records is now referred to as maintaining and retaining documented information, or suppliers are now called external providers. The actual records that the company must retain to meet the requirements of the standard have not changed, which is great news, because this means there is no change to how you quote, or review an order, or plan production, or receive, or ship, or inspect, etc. What has changed is the elimination of the preventive action clause, this requirement has been replaced with taking actions to address risk and opportunities. This is a very positive change, because instead of taking action to address risk (preventive action) only sometimes, there is now risk evaluation happening in all sections of the standard and in all process of the organization. This along with the addition of determining who your

interested parties are and reviewing issues from external and internal interested parties as part of the context and scope, expands on the scope of the companies Quality Management System to really embrace all aspects of the business making it more of a Business Management System which of course fall right in line with my Company, Business Management Systems Consulting (BMSC)! For AS9100D upgrades along with the ISO 9001:2015 updates the new requirements include prevention of counterfeit parts, product safety and many additions to employee awareness including product and service conformity and the importance of ethical behavior.

Working so closely with our clients this year implementing and upgrading them to the new standard has helped BMSC create and refine many tools to help customers define these new requirements in their company’s systems and processes. BMSC also offers templated systems that have been updated and refined throughout the year as companies have been using them and are perfect for the company who is already certified and ready to upgrade to the new standard on their own with a little bit of consulting help virtually to get them through it!

About BMSC

Business Management Systems Consulting, LLC (BMSC) Business Management Systems Consulting, LLC (BMSC) is owned and operated by Bretta Kelly. Bretta worked for more than 20 years in a wide range of manufacturing industries implementing and management business management systems.

Bretta holds a Bachelor of Science and Masters of Science in Industrial Engineering from Arizona State University. Her experience ranges from process control systems for Intel Corporation, ISO systems management at Varian Tempe Electronics to implementation of Business Management Systems for more than 150 Aerospace, Electronics, and other manufacturing companies.

Bretta’s certifications include QMS Lead Auditor, AS 9100 Auditor (Certification #Q08350, #A08350), HACCP, and SQF 1000 and 2000 auditing and expert training.

More than 80% of BMSC’s certification audits result in zero ‘0’ nonconformances, and of the remaining, there is never more than 1 or 2. BMSC also conducts third party audits for several registrars, they conduct internal audits and they facilitate management reviews an ongoing basis to help their clients analyze data and implement cost saving improvements in their business operations.

To learn more about how BMSC can help you with your upgrade to the latest versions of ISO 9001 and AS9100. contact Bretta Kelly at 602-445-9400 or visit businessmsc.com