

Thomaston Metal Stamping Company Increases Sales While Implementing New Technology



Background

Metallon, Inc., located in Thomaston, CT since its inception in 1964, is a high-volume metal stamping and assembly facility with 47 employees. Currently holding ISO9001, TS16949, and ISO14001 registrations, Metallon actively serves the automotive, aerospace and commercial industry markets.

Situation

Early on in the implementation of their ISO9001/TS16949 system, Metallon had tasked multiple personnel with the quality auditing function. Simultaneously as these folks learned and began to audit the system, the economy slowed to a crawl. Senior leaders knew they needed to expand their customer base and strengthen current relationships with the ones they currently had.

Solution

The company contacted CONNSTEP, Connecticut's NIST/MEP affiliate, for their Internal Quality Auditing (IQA) program in a move designed to reallocate central Metallon resources to focus on company growth and the generation of new business.

During the IQA program, CONNSTEP assisted Metallon in retaining its quality certification by assuming their internal quality auditing function. CONNSTEP's team of professionals looked for non-conforming aspects to which corrective actions should be applied and provided management with the feedback necessary to determine if its quality management system is being implemented effectively and efficiently.

The three original auditors, relieved of their auditing functions at the outset of the program, had their focus re-adjusted to concentrate on generating new business for the company. With their energy and efforts

Results for Metallon, Inc.:

- Added 2 new jobs
- New sales – \$500K
- Retained sales – \$3.5M
- Reinvested \$79K into equipment upgrades and workforce skills
- Cost savings – \$30K



CONNSTEP has been a tremendous asset in the implementation of our QEM systems and performing our internal auditing. They assisted and recommended ways to clear up any potential issues before they developed into something larger that could negatively affect our business or customer relationships. It freed up our limited resources and allowed us to focus on growing our business. I highly recommend CONNSTEP.

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aimed at strengthening current customer relationships and uncovering new market opportunities, the new business development team was able to secure four new projects, all with long-term potential, with one of Metallon's biggest automotive customers – Robert Bosch Corporation.

In addition to growing current relationships when the IQA program first started, subsequent IQA projects have provided Metallon with the ability to take hold of new technology and new business attached to it within the commercial industry. Due to the company's ability to maintain superior quality performance levels, a customer within the commercial industry presented Metallon with a request for a new stamping process for composite decking plugs. The newly acquired technology and market has taken off and now accounts for a sizeable portion of their business within the industry.



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