

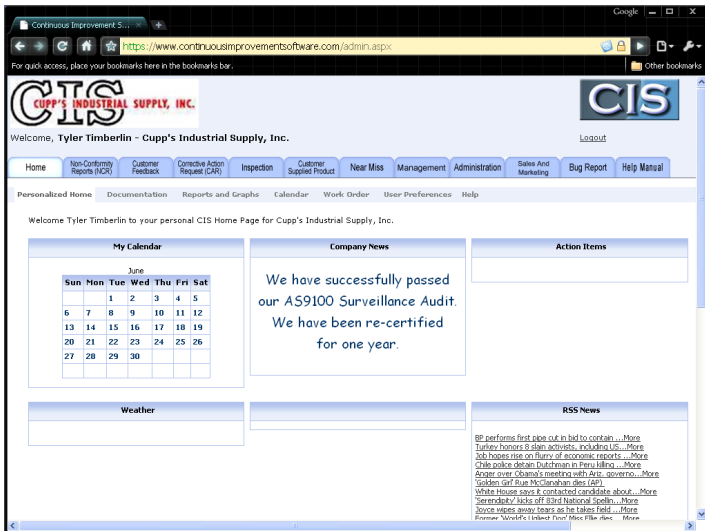
AZ METALWORKER

Arizona, Nevada, and New Mexico Edition



SSI (Service and Sales Inc.) is A Prime Defense and Aerospace Contractor's Ideal Supplier

Cupp's Industrial Supply Streamlines Processes With the Help of BMSC



Cupp's Industrial Supply (CIS) implemented ISO 9001/AS9100 certification more than two years ago with the help of consultant Bretta Kelly, owner of BMSC. Despite the prevailing perception that ISO certification results in increased processes and documentation, CIS reduced their documentation by approximately 50%!

The company was a long established supplier to Honeywell, and Honeywell conducted audits on CIS. The auditor who came to see them in 2007 suggested that it was time for the company to certify to ISO 9001/AS9100, and they contacted BMSC.

"We knew that we were building good products, that our customers were pleased with us, and that we were running a successful business", president Doug Timberlin said. "Often, when an ISO consultant comes into a business, they tell the business all about what they are going to have to change," he continued.

"Bretta Kelly took a very different approach," Tyler Timberlin said. "She told us we were doing all the right things, but that we needed to document them consistently. Bretta actually streamlined our processes and our operations manual. She was a god-send to our company."

Long term employee and quality manager John Steiger said, "Our payback on the cost of ISO certification was less than one year. I can't think of too many other investments we've made that have this kind of payback."

Tyler particularly praises the CIS software that is available through BMSC. "Our quality management system is so incredibly simple with CIS. It is an Internet based management system that requires less than 25% of one person's time. In a company of 25 employees, this means that 1% of our employee expense is dedicated to the quality software management function. With CIS and Bretta

Kelly, we've achieved 100% on our ISO 9001/AS9100 certifications," he said.

Today, Tyler is certified Lead Auditor for ISO 9001 and AS9100, and he credits Bretta with having helped him to achieve this milestone.

About Cupp's Industrial Supply

Cupp's Industrial Supply was purchased by David and Beverly Timberlin in 1975. It's core business was, and still remains today, in manufacturing gaskets and industrial sealings. Today, the company operates in two facilities, one in Phoenix and one in Tucson. The company is a woman-owned business, with Beverly as the majority owner.

David and Beverly's son Doug joined the business years ago, and Doug is president of the company today. Doug's wife, Ellen, and their son Tyler are active in the day to day business, with Tyler supporting quality and IT at the company.

The company's customer list is impressive, and they serve the nuclear industry (Palo Verde), the aerospace industry (Honeywell) the Defense industry (Raytheon), as well as the commercial industry and direct to the government.

For more information on CIS, contact them at 602-269-2391 or go to their website at www.cuppsind.com.



Upcoming Journeys to ISO9001 or AS9100 Sponsored by BMSC For Future Issues: Cassavant Machining, ACME Metalworks, Osprey Technologies, Infinisys Manufacturing, Continental Precision, The Mirachem Corporation, State Technology and Manufacturing and Metalcraft.

For more information on BMSC, call 602-445-9400.