

CASE STUDY

DTS Delivered Skilled, Experienced Specialists for this Internal ISO Audit Team

The Challenge

Design & Technical Services' (DTS) client, a global heavy construction equipment manufacturer, sought ISO certification for the ISO/TS16949 subset of ISO 9000 standards that relate to the manufacture of automotive-related products, such as off-road construction equipment. The client had been unsuccessful in their months-long search to identify an internal seasoned project manager who possessed the unique blend of knowledge, skills and experience needed to drive the internal preparation for their ISO certification process. Their business was experiencing negative impacts as a result of delays in certification, and that is when the client turned to DTS, requesting a solution to this challenge.

The Solution

DTS consulted with our client to determine their specific business objectives and customized a total solution for a DTS lead ISO Audit Team. Within 45 days, the DTS team had formed and launched the project to prepare the client for their ISO audit.

The initial scope of work for the internal DTS Audit Team was for 5,000 hours focused on conducting product audits. As the initial audits progressed, additional areas were identified where corrective actions were needed. To address those needs, the original scope was expanded to include process as well as product audits to ensure that any impacts to ISO certification were uncovered and addressed.

The Results

The value the DTS team brought to the project was clear since our client was ISO TS16949 certified. Additionally, The DTS team assimilated seamlessly into the client's culture, quickly winning the respect and support of the diverse client groups working with the audit team. As subject matter experts, the ISO Audit Team became a valuable resource in helping drive the changes required, and the client developed great confidence in their abilities. While ISO certification was the ultimate goal, the process interventions and resulting quantifying corrective actions provided significant secondary benefits in improvements to the organization's processes and products.

About DTS

Design & Technical Services (DTS) provides consulting, outsourced and insourced services supporting the engineering and manufacturing industries. From design, analysis, build-test, production, and support, our engineering and manufacturing support services improve the ROI of your product lifecycle.

For more information contact us at [309.676.7861](tel:309.676.7861) or visit designtechnical.com.



DTS exceeded all our expectations in terms of their ability to immediately add value with their experience and knowledge of quality auditing...[they] make me look like a genius in picking talent.

— Quality Systems Coordinator