

# Quality Training Helps Integrate Quality Management System into Entire Organization to Drive Continuous Improvement

## Background

Carey Manufacturing has been supplying catches, latches, and handles for military, aerospace, computer, electronics, telecom, automotive, and consumer applications since 1981. The business is fully dedicated to manufacturing American made products, having reshored manufacturing from China to their Cromwell, Connecticut facility.

The company produces high quality products, at competitive prices, with reasonable lead-times, and dependable service. Contract manufacturing for CNC machined parts and assemblies is available for modified and custom parts. All products are offered in metric and American standard dimensions.

## Situation

The management of Carey Manufacturing recognized the need and importance of having a dedicated quality resource at the company. It was determined that key quality concepts inherent to manufacturing and service processes should be more broadly understood and applied to facilitate improvements that will assist the company in meeting its operational and financial performance objectives.

The recently appointed Director of Quality and External Relations at the organization, Alison Carey-Lynch, was designated to lead the resurgence of the quality management system at Carey. She sought a learning experience that would provide her with quality principles and processes to give her the foundation and knowledge she would need to excel at her job while confirming what she already knew about quality concepts.

## Results for Carey Manufacturing:

- Retained Sales: \$100K
- Cost Savings: \$50K
- Investment Savings: \$100K
- New Jobs: 1
- Retained Jobs: 2



***“I did not have a lot of quality experience but after taking the QEP classes, I realized I did not need to blow up everything we already had in place. You work with what you have and make changes from there. It’s an evolution of change.”***

– Alison Carey-Lynch  
Director of Quality & External Relations  
Carey Manufacturing, Cromwell CT

## Solution

Connecticut MEP Center CONNSTEP recommended to Carey Manufacturing its [Quality Essential Program \(QEP\)](#), a five-week highly interactive training course which covers:

- Workplace Skills – communicating effectively, working with others
- Print Reading for Manufacturing – understanding prints, dimensions, drawings
- QMS & Basic Audit Skills – defining a QMS, audit terms, audit plan
- Problem Solving – using Plan-Do-Check-Act, A3, Root Cause Analysis
- Quality Tools & Techniques - definition and application of terms, principles

Carey-Lynch leveraged her QEP coursework to determine how to set-up a Quality Management System, breaking down clauses in their quality manual most relevant to their business, and implementing her new skills of blueprint reading and corrective action. She also found it useful that the instructors were familiar with the auditing process, knew the Certification Body process, and understood the certification process.

## Results

With a solid foundation of quality knowledge resulting from the QEP training, Carey-Lynch immediately put her new skills to work. She updated their management review process which made a big difference with the auditors, and updated their continuous improvement (CI) log, changing how things are input.

The Plan-Do-Check-Act form was tied into their CI log. She did an overhaul of the management format from PowerPoint to Excel which helped with organization of procedures at Carey Manufacturing, categorizing how procedures work and making it easier to reference.

## Metrics

- Retained Sales: \$100,000
- Cost Savings: \$50,000
- Investment Savings: \$100,000
- Jobs Created: 1
- Retained jobs: 2



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