

Certification Defines Capability

Client: One of the four largest Steel Manufacturers in North America. Steel and steel products, merchant bars, wire rod, nails, welded wire mesh, railroad spikes, and pilings used by a variety of industries. Nineteen electric steel mills, 23 scrap recycling facilities and 60 other operations. Recently opened its first steel mill in India.

Business Need: Create a world-class quality management system. Establish a single framework of quality processes to be used by all facilities. Certify 19 recycling plants and 13 mills initially. Establish process and document control to ensure consistency.

Challenges: Significant market growth through acquisition. Acquired facilities operated as separate entities and many had their own legacy of systems, processes and procedures. They were experiencing delays in obtaining results of daily production activity for review at daily briefings. Multi-national locations and time zone differences necessitated a real-time solution.

Value Proposition: We took the organization through ISO certification using Prism's consulting arm from start to finish. Project steps and tasks were defined, trained and documented. equation® ASP software was used to facilitate, manage, and support the ISO processes. System captures and documents the who, what, where, why, how and when of the processes and ensures only the latest approved change to any process or procedure is in place across the entire organization.

Results: More than 4,800 users from plant locations to corporate headquarters. Client's quality processes are highly visible throughout the industry and among customers. The client found value in equation® ASP system beyond ISO quality processes and standards. They use the Gate Guard application for physical access to their facilities, verification of credentials and accessibility "go/no-go" instant results. Quality products and processes have facilitated growth and outstanding results.