

\$200 million in new and retained sales
\$79.8 million in new investments
2,465 jobs created or retained

The Texas Manufacturing Assistance Center (TMAC) exists to enhance the competitive position of the state's manufacturing sector. TMAC's manufacturing professionals are located statewide in fourteen field offices. They work with a wide range of industrial firms, delivering training, providing technical assistance and implementing best business practices. TMAC is an alliance of: The University of Texas at Arlington, Automation & Robotics Research Institute; The Texas Engineering Extension Service, The Texas A&M University System; The University of Texas at El Paso, Institute for Manufacturing & Materials Management; The University of Houston; Texas Tech University; Southwest Research Institute; and The University of Texas - Pan American.

TMAC's mission is to increase the global competitiveness of the Texas economy by working with the extended manufacturing enterprise. TMAC's unique approach includes developing in-house expertise so that the results are sustainable.

For more information, contact:



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14 Field Offices

* Impacts are based on clients receiving service in FY2010



CLIENT SUCCESS: STARKE MACHINE CO.

“Starke could not have secured the AS 9100C standard recommendation for registration without assistance from.”

Cliff Abernathy, Quality Manager, Starke Machine Co.

Starke Machine Company First Up for AS 9100 “C” Registration

Located on the north side of Fort Worth, Texas, Starke Machine Company has served the manufacturing industry with precision, high-quality machined parts since 1980. Since that time they have grown from two to fifty-plus employees in a 20,000 sq. ft. facility furnished with state-of-the-industry equipment. Working in two shifts, substantial stock of common materials is maintained on site and bar-stock is machined to specification. Jobs utilizing forgings or castings are also a Starke specialty. Starke's components are used in the oil and gas field industry.

Situation:

Though active in the local American Society for Quality (ASQ) chapter, Starke Machine Company had not registered to the International Quality Management Standards. Owner Dennis Starke made a strategic decision to get the company registered to the AS 9100 C quality management system (QMS) standard in order to expand their customer base to include more sales in the Aviation, Space and Defense Industries. The standard provides suppliers with a comprehensive quality system for providing safe and reliable products to the aerospace industry. AS 9100 also addresses civil & military aviation requirements. Much of this market requires contractors and suppliers to hold an audited and approved AS 9100 registration.

K & S Precision Cut referred Starke to TMAC, a NIST MEP network affiliate. They had previously worked with TMAC on their own quality management system and received AS 9100 certification. After reviewing the ISO 9001 and AS 9100 proposals, Starke chose the latter to position the company for broader market share, to build a solid quality foundation and satisfy their existing aerospace customers.

Solution:

TMAC worked with Starke to appoint a QMS management team. Team members included the quality manager, inspectors, and quality control technicians. TMAC met with the team once per week for 11 months, giving them action items and homework. The company admits it was slow going at first, but soon everyone was onboard reviewing existing documentation and mapping out current processes.

TMAC project manager Mike White worked with the team closely and additional TMAC staff were enlisted to work with the company on its internal audits, an important component of keeping a QMS sustainable.

Results:

- * \$1M increased sales.
- * \$750K retained sales.
- * 50 jobs retained.
- * 6 jobs created.
- * \$300K capital equipment investment.
- * 99% customer satisfaction.

**\$1 million
increased sales**