



## MSI PROJECT PROFILE

### ISO 9001:2008 Implementation | Hardin Optical

#### About Hardin Optical

ISO9001:2008, Hardin Optical (Bandon, Oregon)

MSI Serving Since 2009

Hardin Optical is a rapid prototype, development and custom fabrication manufacturing company, specializing in high precision optic components and systems.



#### MSI Scope of Work

In true partnership with Hardin Optical (Bandon, Oregon), MSI:

- Provided consulting services with Turnkey implementation using SurePath™ methodology
- Established the QMS process from ground zero, controlled and maintained through the use of Proquis, a Compliance Management System software
- Guided Hardin Optical QMS processes in reaching program milestones with 100% on-time completion
- Conducted Internal Audits, and attended Management Review meetings
- Presented in pre-assessment audit, and registration audit to ensure the registration certificate realization.
- Ongoing maintenance began after the registration audit in 2009, using our SureResults™ methodology.

#### Before the ISO registration, SurePath™:

- Guided the establishment of the QMS Policy and Objectives.
- Developed required process procedures and Quality Manual by interviewing employees in their related functions.
- Trained personnel on ISO 9001:2008 Overview, as well as QMS process implementation, including the Proquis training
- Ensured that calibration of monitoring and measuring equipment was performed in a controlled environment.
- Conducted Internal Audit with detailed audit reports on findings.
- Coached the Corrective and Preventive Action process nonconformances found in the QMS during the Internal Audit, and/or through the Receiving Inspection
- Showed required material/data samples for Management Review meeting, and presented in the Management Review meeting for guidance.
- Presented in pre-assessment audit and registration audit to ensure the registration certificate realization.

#### Results/Timeline

Hardin Optical ISO 9001:2008 registration program was started on December 18, 2008, and completed on October 30, 2009, with zero findings. Hardin Optical currently is on MSI's SureResults™ program.

“MSI assessed our strengths and weaknesses and then provided the leadership needed to make Hardin Optical ready for the ISO 9001 certification audit. The tools and guidance we received from Diana Procter's coaching were vital to making our goals a success.”

**Michael Hardin**  
GM Hardin Optical





# Management Systems International

## After the ISO registration, SureResults™

ISO9001:2008, Hardin Optical (Bandon, Oregon)  
MSI serving since 2009

Support Hardin Optical maintain ISO certificate through conducting:

- Internal audits at planned intervals in determining whether Hardin Optical QMS conforms to the requirements of the ISO 9001:2008
- Management reviews at planned intervals to ensure the continuing suitability, adequacy and effectiveness of the QMS
- Utilizing corrective/preventive actions to mitigate nonconformance's of the process and/or product.



## Results

ISO9001:2008, Hardin Optical (Bandon, Oregon)  
Since 2009

Registration was completed on October 30, 2009, with zero findings by ISA's Mr. Mohamad Almaoui.

*Some of the strengths observed during the audit were as follows:*

- *Quality objectives were well established and communicated to employees.*
- *Processes were well monitored through daily customer-focused morning meetings, semi-annual management meetings, quarterly All-Hands meetings, weekly tactical meetings, internal audits, establishment and monitoring of quality objectives.*
- *Detailed Management Review meetings with proper discussion of relevant inputs and outputs.*
- *Value added data was well collected and analyzed.*
- *Customer satisfaction and complaints were well documented and analyzed.*

**MSI COMPETITION SENSITIVE**



**Management Systems International, LLC**

*Management Systems International (MSI) properly implements Quality Management Systems (QMS) to ensure your company continuously meets the globally recognized ISO 9001 international standard.*

“ We are thankful for the work done with MSI and would recommend their leadership to companies committed to achieving ISO 9001 certification. ”

**Michael Hardin**  
**GM Hardin Optical**

*Company info found at [HardenOptical.com](http://HardenOptical.com)*