

Florida MEP Helps Pelican Wire Affirm Commitment to Excellence with ISO 9001:2008 Certification

Naples, Florida: For companies engaged in the competitive field of contract manufacturing, effective quality management is indispensable. In a sluggish global economy, competition becomes all the more fierce. When market opportunities develop, manufacturers must be able to demonstrate their ability to meet the highest international quality standards.

[Pelican Wire Company, Inc.](#), headquartered in Naples, Florida, recently attained an important independent confirmation of its commitment to quality management by passing its certification audit for ISO 9001:2008. The firm, a specialty wire manufacturer with unique expertise in the areas of thermocouples and resistance heating, serves customers in the defense, aerospace and medical device industries, as well as specialty heating and dental device clients.

The initiative to achieve ISO 9001:2008 certification began more than a year ago, when the company sought the assistance of the Florida Manufacturing Extension Partnership ([Florida MEP](#)). After meeting with senior company management, Florida MEP Project Manager Neil Kagan determined that Pelican Wire could be eligible for state training funds to help with the cost of the initiative. Kagan guided the company through the application process and helped secure grant funding that covered approximately 50 percent of the project cost.

“Producing a high quality product has always been a top priority for our company, so ISO certification seemed a logical next step,” said Pelican President and CEO Theodore Bill. “We were fortunate that the Florida MEP helped us obtain the state grant, because it was critical for the completion of the project. We couldn’t have done it in a down economy and with limited resources without the support of the state and the Florida MEP.”

Pelican Wire selected the Florida MEP to guide it through the ISO certification process because of the special combination of knowledge that MEP Project Manager Kagan could bring to the initiative.

“Neil is very knowledgeable about the ISO standard and gave us confidence that under his direction we could get the certification done in the time allowed,” said Martha Langston, Pelican’s director of quality, who headed the initiative within the company. “In addition, Neil has practical knowledge of extrusion, which gave him a leg up in understanding what we do.”

Guided by Kagan, the Pelican Quality Director led the company through the complex task of modifying its existing documentation to meet the standards and requirements of ISO 9001:2008.

Pelican chose UL-DQS as its registrar, because the company has many UL listings, and its customers are familiar with the UL name. And in a strategy that proved extremely helpful, the company opted for a preliminary assessment by UL-DQS that highlighted a serious shortcoming in its new product development documentation that the project team was able to address before the audit.

“The company’s success in attaining ISO certification on its first audit testifies to Pelican’s commitment to quality production,” stated Richard Peck, Chair of the Florida MEP Board of Directors.

“ISO certification carries a lot of weight,” said Peck. “Clients know that 9001:2008 certification assures that processes are in place to make a consistently high quality product. Pelican’s success in achieving ISO certification within a year reflects the company’s long-time commitment to excellence.”

Peck pointed to some of the benefits enjoyed by companies that achieve ISO 9001:2008 certification.

“In today’s extremely competitive market, ISO certification can make a difference. It is internationally recognized, which is vital for global suppliers, and its standards help ensure consistent customer satisfaction. In addition, implementing ISO 9001 helps companies organize and streamline processes, and this often leads to greater efficiencies and cost savings,” said Peck.

The International Organization for Standardization (ISO) based in Geneva, Switzerland, is the source of the ISO 9000 family of quality management standards. ISO is a network of national standards institutes from 146 countries working in partnership with international organizations, governments, industry, business and consumer representatives.