



## ARC'S QUALITY EVOLUTION

### Moving to ISO 9001:2015

ARC Abrasives has a long-standing commitment to quality. It began when Zerla and Si Stayman founded the company in 1960. As a privately-owned business, the stamp of quality doesn't just simply stand behind the product; it represents the entire ARC Abrasives family.

Beginning in 2001, ARC formalized its dedication to quality by adhering to ISO 9001:2000. ISO 9001 is an international standard that defines the requirements for a quality management system. It essentially means that an organization has a set of rules, regulations, and procedures that enables them to operate more efficiently and improve customer satisfaction.

ARC has evolved over the years and continued their quality journey by obtaining ISO 9001:2008 certification in 2010, and now most recently ISO 9001:2015 certification in April of 2018. While only a handful of abrasive converters hold an ISO 9001:2008 certification, ARC Abrasives is the only abrasive manufacturer/converter to hold a registered ISO 9001:2015 certification.

*"The adoption of ISO 9001:2015 focuses on enhancing the customer experience. Yes, its founded in quality management. But when you dig deeper, it exists so that we can provide an unmatched experience and exceed customer expectations."*

*Dave Gracey,  
Director of Quality*

*"It's not about auditing people. It's about auditing processes. Rarely, if ever, does a defect or the root cause of an issue fall squarely on a person. It's typically based in the process that is prescribed. Our goal is to minimize the chance for those failures or inconsistencies to occur."*

*Randy Cissner,  
Safety Manager*

### What's Changed?

The most significant change to the 2015 standard is its structure. 9001:2015 leverages the same High-Level Structure as other ISO management systems. This means that uniform operations now span across multiple systems making it more user friendly.

Another significant change includes the emphasis on risk mitigation and risk-based assessment. The prevalence of risk-based thinking empowers organizations to create a greater impact on both their operations as well as the operations of additional stake holders downstream.

Other benefits to the ISO 9001:2015 certification include:

- Additional leadership engagement and vision
- More effective supply chain management practices
- Enhanced user interface and experience





## What Does This Mean to You - The Customer?

ISO 9001:2015 ensures that manufacturers such as ARC Abrasives demonstrate their ability to produce quality products and services that are measurable, repeatable, and consistent from interaction to interaction. Furthermore, ISO 9001:2015 acts as a manufacturing and business tool that streamlines internal processes and enhances efficiency.

The 2015 edition of ISO 9001 drills down on performance and processes. Previous versions heavily focused on documentation and record keeping. This shift creates the potential for additional value-added impact and mutual growth opportunities.

As a result of advancements of ISO 9001:2015 you can expect benefits such as:

- Improved quality and levels of service
- Enhanced delivery schedules
- A "Right the First Time" attitude
- Fewer returns and issues
- Independent audits that demonstrate a commitment to continuous improvement

**The bottom line - it positions both ARC and its customers for mutual and sustainable success.**

*"We strive to make each product the exact same as the one before it. From operator to operator, from shift to shift, from day to day - we want the same outcomes and experiences for our customers. Every time you open an ARC Abrasives box...we want you to know exactly what you are getting from a quality and performance standpoint."*

*Tony Stayman, CEO*

