

Northwest Swiss, A World Class Swiss Components Manufacturer Certifies To ISO/AS9100 With The Help Of BMSC

Monty Spencer founded Northwest Swiss, Inc. (a.k.a. NW Swiss) in 1978 with his sons Darin and Randy and his wonderful wife Caren Spencer, who is president of the company. Today, NW Swiss is one of the leading suppliers of Swiss screw machined products in the country. They operate over 75 screw machines in a 15,000 square foot modern facility, and they provide precision machining, modern CNC technology and expert workmanship. NW Swiss brings many years of expertise to meet your precision component requirements and seals the quality of everything they do with a certified methodology that is tried and true.

Nearly 40 years ago, Monty started his professional career at Schutes Manufacturing, a shop in El Monte California. Monty ran the shop with 14 employees, and equipment that included some lathes and mills and a few screw machines. Monty is a journeyman machinist; an honest to God old school machinist who can trig-out dimensions and set up any manual machine. For this reason great machine shops regularly sought him out to work for them.

Shortly after joining Schutes Manufacturing, a machine shop contacted Monty and offered him a once in a lifetime opportunity. Job shop owner Clay Prior offered to pay Monty the first 2 months lease for a workspace and machines. Mr. Prior actually paid him to go into business. This was the beginning of Monty's entrepreneurial career and he named it Spencer Screw Products. Monty left the entity when Clay sold the business, but continued to operate his machine shop.

In 1974 Monty went up to Hayden, ID on vacation, where he fished and enjoyed life. He and the family loved the area, and they were ready to get out of California. One year later the family packed up and moved to Idaho, where Monty and Caren moved their machine shop, renamed the business to Hayden Lake Screw Machine Products and took on a partner. NW Swiss was formed in 1978 after a dissolved partnership.

Just a few short years into ownership, Monty felt that technology would enable him to take the business to the next level. Monty's first purchase? He paid \$4300 for a fax machine, relatively brand new technology at the time. This new technology really helped Monty build his business. He could receive a print in 2 minutes, tool the part and deliver the parts the same day! This new technology paid for itself by uniting the customer needs with the NW Swiss solution. It was unheard of to receive a print, create a tool and machine parts for a same day delivery and this business model helped build NW Swiss to the high tech highly certified company it is today. While building their reputation as a traditional Swiss screw machine shop, NW Swiss continued investment in new technology and their precision machining capabilities now include

Multi-axis CNC Swiss lathes, computer-based "real time" SPC systems, and Computer Aided Design (CAD) technology for tooling and process development.

Today, NW Swiss is an ISO and AS9100 Rev. C Certified and a Honeywell Certified Supplier doing business in many sectors including aerospace, medical, energy and many more. The company recognized that the key to their continued success was their ability to help their customers to succeed in a competitive marketplace. NW focused on utilizing "lean manufacturing" tools and principles to drive continuous improvement in quality, delivery, safety and cost competitiveness.

Monty said, "Quality has always been a key factor for success and something we have always practiced. We've always had good processes in place and we have always practiced document control and were compliant to many of our customers' QA programs. A few years back Honeywell suggested we get certified and we started looking into AS9100 certified certification."



Carla Braden, Quality Manager for NW Swiss has been with the company for over 14 years. Carla said, "The NW Swiss Team has always been a high quality company and I had to make very few changes in how we handled things to comply to the ISO/AS9100 standards. The team embraced most of what I instituted and once they realized the changes were for

the good of the company and there was no option, they made the new system their own. The shop is running smoother, the job travelers and workflow instructions are more concise with a few more operations and detailed directions on what needs to be done and how to do it."

Carla continued, "We contracted with a wonderful person Bretta Kelly of BMSC (Business Management Systems Consulting) and she and her partner Debbie were so easy to work with. Bretta gave me the confidence I needed to be sure I knew what I was doing. I needed that little push; "Yes you are going in the right direction and yes you are living the certification." Bretta and her team interacted with our whole company and helped us all get into the swing of AS9100."



Son Randy concurred and said, "When I first met Bretta I thought, this lady can take us to where we need to be. Bretta always had us meet as a team and act as a team. It made things easier to accomplish. The certification procedure was very easy and she was right, it wasn't rocket science. It was a very reassuring process and helped us feel like we were precise, precisely where we needed to be and it verified we are a very precise machine shop."



For more information on Northwest Swiss, Inc. contact them at: 208-772-4011, www.NWswiss.com

For more information on BMSC and how easily it is to get ISO and AS9100 certified contact them at: 602-445-9400, www.BusinessMSC.com