PURDUE UNIVERSITY | Manufacturing Extension Partnership

Client Success Story

FOX PRODUCTS

SOUTH WHITLEY, INDIANA

From Craftsmanship to Certification:

Fox Products Builds a Quality System for the Next Generation

> "Earning ISO 9001 certification was a major milestone for Fox Products, and I honestly can't imagine having done it without the Purdue MEP team.
>
> We've trusted Purdue MEP for Green Belt, Black Belt, and leadership training, and this project proved again why they are our go-to partner."

Dane Starkey
Director of Business Information Systems
Fox Products Corp.

The Challenge:

Fox Products Corporation manufactures double-reed woodwind instruments at its South Whitley, Indiana facility. Rather than pursuing ISO 9001 certification because of a customer requirement, Fox Products chose to pursue certification as an investment in its future. A key priority was preserving specialized knowledge held by experienced, long-tenured craftspeople. The company also wanted to strengthen document control, standardize processes and establish a formal quality management system that could help preserve generations of craftsmanship and transfer that knowledge to future instrument makers.

The Solution:

Fox Products turned to Purdue MEP to develop an ISO 9001:2015 quality management system, building on a long-standing relationship that included Lean Six Sigma and leadership training. Over eight months, the Purdue MEP team helped the company create its Quality Manual, procedures and documentation while ensuring the system remained practical for its operations. The team also provided Corrective and Preventive Action training, established monthly quality reviews, helped set measurable quality objectives and reviewed supplier processes. Purdue MEP supported Fox Products through its Stage 1 audit and helped prioritize improvements in preparation for the Stage 2 certification audit.

The Results:

After approximately eight months of implementation, Fox Products successfully passed its ISO 9001 Stage 2 certification audit. The independent auditor praised the company's progress and highlighted its training-record and product-service systems as particularly strong. Beyond certification, Fox Products has begun documenting and standardizing the specialized knowledge behind its operations while strengthening document control, corrective action processes, customer complaint tracking and management reviews. These improvements will help the company preserve generations of craftsmanship, create greater consistency and accountability and provide a strong foundation for continuous improvement.

Impacts:

- **ISO 9001 certification achieved** in 8 months
- **3 formal quality objectives** established
- Approximately **500 controlled documents identified** for migration into quality management software
- **CAPA training delivered to 8 frontline employees**
- **50% cost savings** with the assistance of MEP-affiliated funding
- **Increased employee morale and buy-in** for quality initiatives

Fox Products
HANDCRAFTED ~~DOUBLE REED~~ INSTRUMENTS SINCE 1945
Woodwind

Read more at: www.mep.purdue.edu/client-successes/fox-products/

ABOUT MEP

Purdue Manufacturing Extension Partnership (MEP) provides high-value solutions to help Indiana businesses maximize their success. As advocates for Indiana's thousands of manufacturers, our staff identifies areas of improvement, streamlines processes, and ultimately increases competitiveness. Purdue MEP serves hundreds of companies annually by implementing continuous improvement principles in the areas of productivity, growth, and technology.