

# KONRADY PLASTICS

PORTAGE, INDIANA

## ISO 9001 Journey: Building a Foundation for Growth and Excellence

“ Without Purdue MEP’s assistance, Konrady Plastics would never have pursued ISO certification when we did—it felt too overwhelming and daunting to tackle on our own. While the funding was incredibly helpful, the consultant made all the difference. She was the perfect fit for our team, providing encouragement and guidance whenever we doubted our path forward, and kept us moving in the right direction. She came in with a structure that helped guide the process and ensure success. We are extremely grateful. ”

**Leah Konrady**  
CEO, Konrady Plastics

### The Challenge:

Through discussions with their customers, Konrady Plastics identified the implementation of a Quality Management System (QMS) as their most significant opportunity for improvement. They recognized that achieving ISO 9001 certification would enhance their internal processes and strengthen customer confidence. Following a thorough gap analysis to assess their baseline, Konrady Plastics devised a strategic plan outlining the steps needed to achieve ISO certification. During this process, it became clear that external expertise would be essential to ensure successful completion of the certification, leading them to connect with Purdue MEP.

### The Solution:

Purdue MEP delivered ISO 9001 Internal Auditor training through a two-day program, equipping the Konrady team with the knowledge and skills required to audit their quality system per the ISO 9001:2015 standard. Additionally, ISO 9001:2015 QMS Implementation Assistance was provided, with Purdue MEP offering guidance and support throughout all QMS implementation activities and recommendations for writing standards that were not yet in place. The assistance helped match Konrady Plastics’ existing systems with the ISO standards and requirements.

### The Results:

Having achieved ISO 9001 certification in September 2024, Konrady Plastics has significantly enhanced its ability to meet customer needs with greater sophistication. The certification enabled the hiring of a high-level Quality Manager who has seamlessly integrated quality into production processes, fostering collaboration rather than conflict. The production team has fully embraced ISO and takes pride in the achievement.

Konrady Plastics continues to streamline operations and uncover new efficiencies. They have implemented a robust corrective and preventive action process, ensuring accountability and preventing repeated mistakes.

#### Impacts:

- **Offset \$16,000** in training and implementation services through grant funding secured by Purdue MEP
- Purdue MEP **trained 4 team members** who now have accountability for the ISO process
- **Added new role** of Quality Manager to their team with future anticipation of adding a quality technician
- With **anticipated growth of 9% in CY 2025 and another 9% in the following year**, the ISO certification will fundamentally be a foundation for that growth.



Read more at: <https://mep.purdue.edu/client-successes/konrady-plastics/>

### 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.