

Volt Solutions at Work



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[The Volt DTS ISO Audit Team members] “exceeded all our expectations in terms of their ability to immediately add value due to their experience and knowledge of quality auditing...[they] make me look like a genius in picking talent.”
— Quality Systems Coordinator

Case Study

Volt DTS Delivered Skilled, Experienced Specialists for this Internal ISO Audit Team

The Challenge

Volt DTS’ client, an international heavy construction equipment manufacturer, sought ISO certification for the ISO/TS16949 subset of ISO 9000 standards that relate to the manufacture of automotive-related products, such as off-road construction equipment. The client had been unsuccessful in their months-long search to identify an internal seasoned project manager who possessed the unique blend of knowledge, skills and experience needed to drive the internal preparation for their ISO certification process. Their business was experiencing negative impacts as a result of delays in certification, and that is when the client turned to Volt DTS, requesting a solution to this challenge.

The Solution

Volt DTS worked consultatively with the client’s very specific objectives to understand the opportunity and customize a solution for a contracted internal ISO Audit Team. Within 45 days, qualified candidates with the experience and skills sets required had been identified and screened by Volt DTS, interviewed and approved by the client, and hired by Volt DTS.

The initial scope of work for the internal ISO Audit Team was for 5000 hours focused on conducting product audits. As the initial audits progressed, additional areas were identified where corrective actions were needed. To address those needs, the original scope was expanded to include process as well as product audits to ensure that any impacts to ISO certification were uncovered and addressed.

The Results

The value that the Volt DTS personnel brought to the project was quickly discernable. They assimilated seamlessly into the client’s culture, quickly winning the respect and support of the diverse client groups working with the audit team. As subject matter experts, the ISO Audit Team became valuable resources in helping drive the changes required, and the client developed great confidence in their abilities. While ISO certification was the ultimate goal, the process interventions and resulting quantifying corrective actions provided significant secondary benefits in improvements to the organization’s processes and products.

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