



## Testimonial:

*"From the very first meeting explaining how growth opportunity could improve our company until re Scott and the whole AKA team have been terrific in helping us implement an ISO program that will allow us to better meet customer needs now and in the future. Tom Diehl, as our consultant, had been fantastic to work with. Not only is he incredibly knowledgeable, he's able to explain things in a practical manner. The responsiveness of this group is off the charts. I would recommend AKA to anyone who truly wants improvement and is looking to the future."*

Anthony Davis, Vice President  
Donovan Commercial Industries, Inc.

## Company Profile:

Donovan Commercial Industries, Inc. (DCI) was founded in May of 1996 for the purpose of manufacturing specialty plastic bonded explosives initially to supply the needs of the explosive, metal depth hardening industry.

## Situation:

DCI had a quality management system in place. But customer driven demand and a look to the future were the deciding factors for us to seek ISO certification. DCI is a small company, so while we were seeking ISO certification, we realized that given our size it might be a unique situation. We wished to become ISO certified while maintaining a lever of adaptability that has proven beneficial to us. Tom was instrumental in doing just that.

## Solution:

DCI learned of AKA, and immediately looked into what AKA could do for us. Scott and Tom came out and explained everything thoroughly. We immediately knew this was a great opportunity for our company and proceeded as soon as possible. Working with Tom to develop our ISO compliant QMS, we were quickly able to discern weaknesses, as well as strengths. By implementing process forms, and auditing our processes we were able to operate efficiently while maintaining accountability. The experience and guidance provided by the AKA team allowed us to quickly update our methodology and to mentality embrace the benefits that ISO provided.



## Direct Results:



**Estimated to increase revenue by 30%**



**Anticipated increase in capital investment of \$300k**



**Projected cost savings of \$100K**



**Projected 40% increase in jobs**