

## RUGO MACHINE SHOP SERVICES (RMSS) ANNOUNCES ITS CERTIFICATION TO THE NEWEST ISO STANDARD, ISO 9001:2015!

Rugo Machine Shop Services (aka RMSS) is proud to announce that it has just certified to the newest ISO standard, ISO 9001: 2015! Lindsey Rugo, Finance Manager, and wife of Frank Rugo, co-owner of the company, says, “We had 0 Findings on our audit – it was a perfect certification.”

The company is a precision machine shop that supports customers in the medical, automotive, aerospace, commercial/industrial, and renewable energy industries.



RMSS opened for business a decade ago with Frank Sr., an accomplished machinist, and his son, Frank Jr., who was fresh out of college, having studied business at Arizona State University. Frank

Jr. says, “Frank Sr. had run several machine shops during his career, and he even had his own shop at one time. He had a strong technical background in machining and I was excited to combine that with my background in business.”

Frank Sr. agreed to open the business with his son. The 2 launched RMSS in 2006, with a couple of machines Frank Sr. had from his previous business, and they utilized Frank Sr.’s garage for their new entity. Frank Jr. says, “I moved back into my parent’s house, and we poured every bit of our earnings back into the business.”

Lindsey joined the business shortly after she and Frank married. Armed with a business degree from Arizona State University and an MBA from The Thunderbird School of Global Management, from the start Lindsey excelled at finding ways to maximize the company’s cash flow and profitability. In fact, in its early years of business, Lindsey pushed the company owners to purchase an ERP system. She says, “When



we bought our ERP System, Global Shop Solutions, we had mostly family members working at the company, and there were so few of us. Global Shop Solutions told us we were the smallest company ever to purchase their ERP system!” Frank Jr. says that this purchase and the implementation of the system was one of the best decisions the company made in its early years. “We would not have grown the way we have over the past decade if we didn’t have the processes an ERP system enables from the start.”



The entire RMSS team embraces technology. Frank says, “We always buy new machinery, and we select the machine tools needed based upon customer requirements, not because we favor one brand over another. We are fortunate to have a great team of machinists that are mechanically inclined and always open to learning to new technology.” RMSS today owns Haas 4-axis capable CNC mill machines, along with a breadth of turning centers from Haas, Ganesh, Bridgeport, Kia, and Citizen. Their turning capabilities range from your standard lathe to complex twin spindle twin turret mill/turn centers, and include Swiss-type CNC turning centers. Frank says, “We first purchased the Ganesh Cyclone 32 machines for a customer we were making nozzles for. To produce the parts competitively, we needed a Swiss style machine. We purchased the Citizen Cincom A20 for an aerospace customer we were building stainless steel connectors for. With our Ganesh and Citizen machines, we can support customers with volumes ranging from 1000 to 20,000, and we equip all our turning centers with bar feeders and parts catchers so we can run complete parts lights-out, 24x7.” Lindsey adds, “We invest in the technology to allow us to produce the same parts faster and with less set-up time.” The company’s machines are all Wi-Fi enabled so that they can be monitored for the few hours that the shop is unattended.



Not only does RMSS look to invest in the latest machine technology they also invest in technology to support their processes. Frank says, “We have attended every IMTS (International Manufacturing Technology Show), since we started the company. Every time we attend the show, we come back with a new manufacturing technology that we can put to work on our shop floor to improve productivity and efficiency.” A couple of the most recent investments have been an automated tool vending system by Supply Pro to track and control their perishable tooling, along with Predator DNC software linked to their ERP system so that RMSS machinists just scan the bar code on their work order and the correct program is automatically loaded into their machining center every time.

RMSS has seen tremendous growth in its short existence, so much so that last year they made the ‘INC 5000 List of America’s Fastest Growing Companies’. In 2015, the company purchased the suite adjacent to the suite they owned — after completing the expansion at the end of last





year they more than doubled their manufacturing square footage.

The expansion gave RMSS space to dedicate more square footage to a fully enclosed temperature controlled quality control inspection room. At the same time they added Russ, a full time quality control manager, to their team. Frank says, “A commitment to quality has been a driver of success for our company, and as we expand we want to make sure that commitment is unwavering.”

I mentioned that Lindsey is a researcher. Last year, she found a competition that awarded winners with monies to implement energy reduction. Lindsey says, “The contest was the ACA Energy Reduction Mini-Challenge Competition, and we were one of the winners.” The funds RMSS was awarded were used to install energy efficient lights and fans throughout the facility. Lindsey says, “With our energy efficient installation, we are projecting reduced lighting consumption of 60%, and a reduction of 70% in our fans. In essence, with the grant, we will see a pay-back on our investment in less than 1 year, and we are proud to demonstrate good environmental responsibility.”



The team at RMSS has also capitalized on a grant available from RevAZ, a program of the Arizona Commerce Authority and MEP (Manufacturing Extension Program), to take their business to the next level with ISO 9001:2015 certification. Lindsey says, “We contracted with Bretta Kelly, owner of BMSC for consulting to help us to achieve the certification.” Work to begin the process of certification started in November of 2015 and they achieved certification in March – a short 5 months.



Lindsey says, “I started looking at BMSC’s template package, which at \$3500 would require our team to do all of the legwork in preparation for certification. That was about 3 years ago.” She continued, “At the time we couldn’t afford to dedicate one person to the process associated with getting certified. With the grant, we were able to capitalize on more support from BMSC to finally achieve this milestone.”

Frank says, “The team that we worked with from BMSC, including owner Bretta Kelly and her associate Debbie Hart, were outstanding. Not only are they extremely well versed in the ISO certification process, but also they are also very familiar with machine shops and our industry. We



knew we couldn’t go wrong because we always read about shops BMSC has been helping to achieve certification in the A2Z Manufacturing magazine!” Frank says that certifying was a very prudent decision for the company. He adds, “It wasn’t easy, but it is improving our processes every day. You are shooting yourself in the foot if you don’t certify your business.” Frank Jr. says that Frank Sr., who runs the company’s 2nd shift, always wanted RMSS to achieve certification.

Russ Coss, Quality Control Manager for RMSS, says, “I certified with another company many years ago, and it was so much better with BMSC. I felt like they worked with us and with our company culture — I never felt they were forcing procedures on us that weren’t necessary.”

Jeff Niebuhr, Purchasing Manager for the company, was also involved in the ISO 9001:2015 certification. Jeff says, “The process with Bretta and Debbie was awesome. They looked at the way we did business, and then gave us some advice based upon their experience with other machine shops. They really listened, and helped develop a process that was perfect for RMSS.”

What’s next for RMSS? Lindsey says that they are optimistic that they will move up the list on the INC 5000 List of America’s Fastest Growing Companies. She says that with revenues Q1 2016 up 50% over the same period last year, they are confident that this is achievable. Frank says that the company will continue its ongoing quest for automation – and he says that their next capital purchase will likely be a universal robotic arm for loading and unloading of parts.

If you are looking for a superior machine shop that takes calculated risks in investing in new technology, that strives to increase the efficiency for continuous improvement, and that is now ISO 9001: 2015 certified, contact RMSS at 623-399-8750 or visit their website at [rugomachineshop.com](http://rugomachineshop.com). Lindsey says, “We are looking for an experienced Estimator, and we are always on the look-out for superior machinists wanting to join our team.” If you have the skills and desire, email Lindsey at [LindseyRugo@RugoMachineShop.com](mailto:LindseyRugo@RugoMachineShop.com)

To learn more about how you can grow and improve your business with the newest standard, ISO 9001:2015, and with AS9100 certification, contact Bretta Kelly at BMSC (BusinessMSC.com or 602-445-9400).