



Heitek Automation just celebrated its 20th year in business. Dan Heiling founded the automation company with only two employees and a handful of lines, including Tolomatic, Yamaha Robotics, Polyconn and Camozzi, all of which the company still supports. Today, the company represents more than 40 lines, and they have added light manufacturing as well as assembly to their capabilities.

Dan grew up in in Minnesota and in his early years, learned much about industrial distribution. He had always dreamed of

owning his own business, and when he and his wife made the decision to move to Arizona, it seemed like an opportune time to pursue his dream of business ownership.

Today, the company employs ~ 50 team members, and its business spans the 4 Corners, including Arizona, Colorado, Utah and New Mexico. It is extremely diverse in the industries it provides automation services to, including: Medical, Machine Building, Automotive, Semi-conductor, Packaging, Aerospace/ Defense, Industrial Laundry, Food / Beverage, Printing and Machine Integration. They are exclusive distributors for approximately 20 Automation OEMs, with the most notable partnerships including;

- Siemens, one of the largest controls suppliers in the world.
- Festo, a Germany based manufacturer of a broad range of automation products including electrical, pneumatic and process automation solutions.
- Balluff, Inc., a global manufacturer of sensors, machine vision, safety & industrial network products, and is a pacesetter for Industry 4.0 products and solutions, including IO-Link.
- 80/20 Inc., a manufacturer of a wide range of aluminum T-Slot and similar profiles, as well as a wide array of fastening and mounting options.

Heitek's growth was substantial, and so in year 2002 Dan was able to bring his brother Scott into the company. Scott earned his degree in electrical engineering from Embry Riddle, and was in his 9th year as an engineer at Honeywell, when Dan asked him to join the company. Today, Scott serves in dual roles, that of President and also as Quality Manager.

Scott says, "We support a wide range of industries, including medical and aerospace/defense. It was our customers in these industries that drove us to complete ISO 9001:2015 certification." He added, "Since we didn't have the certification, they performed audits on us each year, and these were both time consuming and stressful."

He continues, "We contacted Bretta Kelly, owner of BMSC in February of this year, just before the COVID pandemic. She came out and presented to us, and we were very impressed with her immediately. Her company has certified hundreds of small and medium manufacturing entities over the past years."

Scott says that when Bretta and her colleague Debbie Hart did the initial interviews with team members, he was pleasantly surprised with their feedback. "Both she and Debbie told us that we had some outstanding processes in place, and we wouldn't have to make major changes to these." He adds, "They put our minds at ease; we weren't starting from ground 0; we had so much of what was needed in place already."

"Our reticence with certifying was that the process would increase the level of documentation we were required to manage. I also knew we didn't have the expertise or manpower in-house", he adds.

COVID added a challenge to the work to achieve ISO certification as for a time, a high percentage of the



Heitek employees were working remotely. Scott adds, "We thought about postponing the effort to achieve certification, particularly from a financial standpoint." The team made the decision that the timing would work, and that in the end Heitek really needed to certify to grow its business."

"Bretta and Debbie were outstanding", Scott says. "We had a team of 4 from our company that was instrumental in achieving certification. Bretta and Debbie interacted with our team on nearly a daily basis. They had a system that has worked for so many companies. They laid the system out, they interviewed our team members and did audits, and walked through our current processes. They took our documentation and helped us to build the tools required for ISO certification."

Scott adds, "I can't say enough about Bretta and Debbie. They are so professional, they were extremely adaptive to our environment during the pandemic, and they were always responsive. ISO certification is going to make us even a better company than we were before, and this is critical because we didn't go through the process of certification just to check a box. ISO9001: 2015 is going to show the world just how great we are at what we do."

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Are You Ready To Implement ISO 9001:2015, AS9100D, AS9110C or AS9120B or simplify your current Quality Management System? BMSC owner Bretta Kelly has 20 plus years' experience implementing and auditing quality management systems for commercial and aerospace companies. Call (602) 445-9400 or visit BusinessMSC.com to learn more.