



## Tempering Everything but Quality

### ***Dynamic Systems Opens Doors with ISO Certification***

Dynamic Systems' materials provide impact absorption, comfort and pressure redistribution and can be found in everything from helicopter seats to horse saddles to helmets. The materials produced by the plant in Leicester are of the highest product quality; they know because the plant is ISO certified.

ISO 9001 provides quality management standards that also facilitate the international exchange of goods and services. ISO standards enhance customer satisfaction and provide tools for continuous improvement.

The company worked with industry experts at North Carolina State University's Industry Expansion Solutions (IES) to prepare the 25-person facility for ISO certification. The project took twelve months, from the time the project began to final certification.

### **Unify**

"In addition to the standardization of work instructions, the additional gain was a more cohesive environment within our company," says Vice President and CIO, Cathy Caldwell. "Everyone is now on the same page."

DSI, established by Charles Yost, co-founder of the 'Temper Foam' technology developed by NASA in 1966, has about 500 customers that purchase highly customized products. "ISO allows us to be more responsive to customers," says Lewis McCrain, General Manager. McCrain, who calculates Dynamic's client base to be percent military and 50 percent commercial, expects that certification will lead to more military contracts as well as international business.

### **Dynamic Systems, Inc. Challenge**

There was a need to standardize work instructions and develop a more cohesive environment within the company

### **IES Solution ISO 9001:2008**

### **Benefits**

Enhanced customer satisfaction and a more cohesive company environment

The ISO 9001 standard guides companies in developing standardized training quality policies and appropriate documentation and records. It also includes a self-auditing component so that long-term results are sustained.

### **Confidence**

The applying company contracts with a third-party registrar to conduct the final audit qualifying the company for registration. According to Caldwell, the registrar began his assessment stating he never finds less than 6 non-conformances, or items that need immediate correction. "We got one," says Caldwell.

"The comments are helpful and they beat us up when we needed it," says McCrain of NC State's extension specialists. "I'd recommend NC State to any industry."

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—Cathy Caldwell, Vice President/CIO,  
Dynamic Systems, Inc.

### **The Original Temper Foam**

Charles Yost, Dynamic Systems, Inc. founder was accepted into the U.S. Space Foundation's Space Technology Hall of Fame for the development and commercialization of Temper Foam technology. The high-energy dissipation cushions were initially developed to improve airline passenger seating crash safety.



Industry Expansion Solutions

Industry Expansion Solutions (IES) is the engineering-based, solutions-driven, client-focused unit of NC State University. Our broad portfolio and deep industry expertise help organizations grow, innovate and prosper. Our extensive partnerships with business, industry, education and government generate a unique culture of collaboration that provides access to cutting-edge expertise, research, and technology.

### **Grow Your Business With Confidence. Contact Us Today.**

Visit our website: [www.ies.ncsu.edu](http://www.ies.ncsu.edu) to find the IES Regional Manager nearest you. Contact us by phone: 1.800.227.0264 or email: [iesservices@ncsu.edu](mailto:iesservices@ncsu.edu)

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