



success  
story

## K-10 Enterprizes Achieves ISO Re-Certification with No Non-Conformances

Customer:  
K-10 Enterprizes

County:  
Hidalgo

Industry:  
Safety Mirrors

NAICS:  
32721

TMAC Services  
ISO Training &  
Certification

Who to contact:  
TMAC specialist  
Miguel Mugica,  
956-316-7011

**K-10 Enterprizes is a company specialized in the assembly, inspection, packaging and distribution of safety and surveillance mirrors.** Located in Mission, TX, K-10 serves national and international markets. The mirrors include hemisphere, convex, flat, wide view and standard convex mirrors, all appropriate mounting brackets for trucks, vans, recreational and specialty vehicles.

### The Situation

Because of its commitment to customer satisfaction and continuous improvement, K-10 has been working with TMAC since 1998, when TMAC provided ISO 9002 Training. K-10 staff became internal auditors; they worked with TMAC staff to do internal audits and prepare the company for their first DNV Audit. K-10 received ISO 9002 Certification in June 2000. In 2003 K-10 worked again with TMAC staff to make the transition from ISO 9002 to ISO 9001:2000. The hard work paid off in August of 2003 when they were awarded with the distinction of being the first member of STMAC (South Texas Manufacturing Association) to make successful transition of Standards.

### The Solution

In 2006, K-10 was audited again by DNV and they are proud to say they have been recommended for recertification, with no non-conformances, for a new 3-year period.

### The Solution (continued)

According to Lorraine Kolenda, co-owner, the first audit was the most difficult because they did not know what to expect. However, with the assistance of Miguel Mugica, TMAC manufacturing specialist, they felt they were ready.

### The Results

One of the great benefits K-10 sees in being ISO Certified is that they have become more goal oriented. "We have found our business to be more streamlined and even more customer focused", said Lorraine. In addition, ISO Certification allowed them to have Procedures and Work Instructions for each phase of their various processes, such as Contract Review, Purchasing, Receiving, etc. Without the ISO Certification, K-10 would have not been able to sell products to most of their Original Equipment Manufacturers (OEMs) such as Peterbilt, Kenworth, Volvo, Mack, etc.

**"The ISO Certification has helped the company retain previous business and obtain more business."**

*Lorraine Kolenda  
Co-owner  
K-10 Enterprizes*