

## Client Spotlight: Calumet Armature & Electric LLC

Based in Riverdale, Illinois, Calumet Armature & Electric LLC offers clients in the industrial and transit industries the manufacture and repair of electrical apparatus and components. Currently certified to ISO 9001:2015 with PJR, Calumet Armature's philosophy of offering high-quality and cost-effective products and services for all clients went hand-in-hand with the principles central to ISO certification. "[Certification is] highly beneficial," said Joe DeLaurentis, the company's Vice President and General Manager. "[It has] increased efficiency and reliability, reduced overall risks through risk-based thinking in our processes and QMS, and improved customer satisfaction and loyalty."

Set apart from the competition by their level of quality and customer service, Calumet Armature's focus on meeting customers' compliance needs for specifications and requirements is only enhanced by ISO 9001. Especially notable is the element of continuous improvement, including an openness to embracing change and new ideas to better serve customer needs. With future goals of continuing to optimize their Quality Management System and improve their products and services for customers, Calumet Armature's future with certification is bright.

To learn more about Calumet Armature & Electric LLC, visit their website at [www.calumetarmature.com](http://www.calumetarmature.com). For more information about ISO 9001:2015 certification or working with PJR, call (248) 358-3388 or go to [www.pjr.com](http://www.pjr.com). ♦

