

Small Company, Big Impact: AS9100 Certification Fuels Growth at U.T.R. Engineering Works

BACKGROUND

Founded in 2019, U.T.R. Engineering Works is a Norfolk, Connecticut-based precision engineering and manufacturing company specializing in custom design, precision machining, fabrication, and industrial equipment support. With a hands-on, collaborative approach, the company serves organizations ranging from local family-owned businesses to some of the world's largest corporations, helping manufacturers improve performance, extend equipment life, and maintain operational efficiency.

Despite its small size, U.T.R. delivers engineering expertise across industries including marine, defense, aerospace, offshore oil and gas, subsea robotics, and medical devices. Operating from a 1,100-square-foot facility with a team of four employees, the company partners with manufacturers to solve complex engineering challenges, improve production processes, and develop innovative solutions through capabilities that include reverse engineering, equipment modifications, process equipment design, and on-site machinery repair and maintenance.

Committed to customer satisfaction, U.T.R. maintains an on-time delivery rate of more than 98% while emphasizing continuous improvement, exceptional quality, and innovative, cost-effective solutions. The company's focus on quality has translated into exceptional customer performance, with no customer complaints, product returns, or customer-initiated corrective actions, supported by consistently positive customer feedback.

CHALLENGE

U.T.R. Engineering Works made the strategic decision to pursue AS9100 Rev. D certification to support its continued work with one of Connecticut's largest original equipment manufacturers (OEMs) while positioning the company for additional growth in the aerospace and marine defense markets. While U.T.R. had already implemented an ISO 9001:2015 Quality Management System (QMS) and was progressing toward certification, it sought expert guidance to evaluate the effectiveness of its QMS against AS9100 Rev. D requirements. The goal was to assess existing processes and procedures, identify compliance gaps, and develop a clear roadmap to a successful AS9100 certification audit.

U.T.R. Engineering Works LTD.

Results for U.T.R. Engineering Works:

CONNSTEP's work with U.T.R. resulted in the following metrics for the company:

- **Increased Sales: \$396,000**
- **New Investments: \$525,000**
- **Jobs Created or Retained: 4**

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“U.T.R. could not be the U.T.R. that it is today without the help from CONNSTEP in achieving our AS9100 certification.”

*Raffaele Prisco
Owner, U.T.R. Engineering Works LTD.*



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SOLUTION

Having partnered with CONNSTEP for many years on a variety of projects from growth initiatives to market positioning, U.T.R. Engineering Works turned to them again as a trusted advisor to support its pursuit of AS9100 Rev. D certification. With ISO 9001:2015 implementation already underway with CONNSTEP, pursuing AS9100 was a natural progression.

A CONNSTEP quality subject matter expert conducted a comprehensive readiness assessment to evaluate U.T.R.'s Quality Management System against AS9100 Rev. D requirements. The assessment evaluated four key QMS process areas—Quotes/Contracts & Purchasing & Suppliers, Production Provision & Quality Assurance, Design Engineering, and Leadership (Management Responsibility)—to identify areas of compliance and opportunities for improvement.

Following the assessment, a detailed report was delivered outlining observations, findings, corrective actions, and recommendations to strengthen U.T.R.'s QMS. This roadmap enabled the company to address compliance gaps, enhance system effectiveness, and confidently prepare for its AS9100 Rev. D certification audit.

RESULTS

Adopting ISO 9001 framework for its Quality Management System positioned U.T.R. well for its pursuit of AS9100 Rev. D certification. CONNSTEP's pre-certification assessment found sound processes in place across the four QMS areas evaluated. Three of the four audited processes were found to be effectively implemented, with only a few opportunities for improvement identified. While one process had not yet achieved its planned results, appropriate corrective actions were already underway.

U.T.R. successfully achieved AS9100 Rev. D certification in February 2025, just six months after earning ISO 9001:2015 certification.

At the time of certification, U.T.R. was a two-person manufacturer. Achieving AS9100 certification was a significant milestone that enabled the company to compete with much larger organizations while providing customers with a recognized demonstration of its commitment to quality. The certification also brought U.T.R. into compliance with the quality requirements of its key Connecticut-based OEM customer, securing both current business and future opportunities with the manufacturer.

The business has continued to grow following certification. U.T.R. has since added two employees, invested more than \$500,000 in new equipment—including a shipyard CNC lathe and a large-frame milling machine—and is preparing to expand into a second facility.

CONNSTEP helped U.T.R. strengthen its QMS, achieve AS9100 certification, and position the company for continued success with existing customers and future opportunities in the aerospace, marine, and advanced manufacturing sectors.



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