



## CLIENT SUCCESS STORY: MASTER MACHINE

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While Master Machine had been running a successful operation in the manufacturing and production of machine parts, contract requirements expecting proof of safety programs were becoming the norm.

Whether it was formalized policies, proof of safety training meetings, or safety inspections, the leadership team at Master Machine realized they could potentially be losing business over an issue that had previously been seen as tangential to their operations.

**A strong safety program was now becoming essential.**

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# Lack of Safety Program Puts Master Machine at Risk

Master Machine's clients wanted to be sure that preventable delays due to safety issues were addressed by proactive safety policies designed to prevent employee injuries. As a result, many bid documents now required Master Machine to be subject to safety program audits where they would need to provide the client with proof that safety programs were in place.

As the leadership team studied the situation, Master Machine's management realized there were multiple issues at play. The lack of a formalized safety program had the potential to cause problems and elevated costs related to:

- Production losses
- Lost wages for work not performed
- Increased workers' compensation insurance costs
- Damage to equipment or machinery
- Cost of hiring and/or training new employees
- Decline in product quality
- Decline in worker morale
- High turnover and lost work time



When Master Machine realized they needed to address the situation, they reached out for help. That led them to Questco. As owner Patty Atkinson pointed out, "Questco helped us formalize a safety program. We received all the forms we needed, the information for inspections, materials to use in our shop meetings, and they suggested monthly safety topics to cover in our meetings." In short, they asked for and received a comprehensive program design that took Master Machine from no safety program to executing an advanced approach towards operational safety and employee protection.

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# Solving the Need from the Ground Up

Questco's experts approached Master Machine with a primary focus on helping and educating. We knew from the initial consultation that the Master Machine's management took the matter seriously but didn't have a reference point on how to get started with a safety program that would be accepted by their clients. Our staff consulted with Master Machine to understand the kinds of work conditions, risks, situations, and training that applied to their operations and production lines, and they helped implement a practical plan for all job roles. Even the administrative offices were involved and included. They experienced immediate results in increased production, higher quality work, fewer injuries, and improved motivation of employees.

Master Machine was able to realize benefits from additional services with Questco as well. These included:

- Payroll management
- Workers compensation documentation, tracking and reporting
- Health insurance management
- Monthly safety communication to employees
- Preparation for and response to safety inspections by **OSHA review**
- Outsourced HR expert support
- Reduced turnover and lost work time



Questco and Master Machine worked together to create their **formal safety program** while still allowing their team to stay focused on what they do best, machining parts. Instead of valuable resources being redirected to activities that didn't produce a profit, key employees stayed focused on their primary functions and the safety program needs were addressed with expert help. "We don't have to worry about worker's comp and health insurance, all those things that take a lot of research and effort," Patty says. "Questco reacts quickly and gives me an entire team to handle the details, so I can spend my time in other areas of the company."

Relationships are the basis of our long-term bonds with clients, and we at Questco are committed to treating our clients and their employees as an extension of our own families. Our clients trust that we will deliver value and that we will be there when they need us. Patty says, "Hiring Questco is one of the best things we ever did as a company. They are good partners, and the additional resources they provide make running a business so much easier. I can always count on them."



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