



## JCMB Passes ISO Certification Audit with Perfect Score

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We are pleased to announce that after undergoing an extensive 3<sup>rd</sup> year audit, JCMB has retained the ISO 9001:2000 certification with absolutely **zero** Corrective Action Requests (CARs)—a perfect audit.

Achieving ISO Certification is not a one-time deal. Certification status must be earned yearly by proving your company's constant commitment to quality management practices and standards. *"Attaining the ISO certification for the third year in row is a confirmation to our customers that our priority on quality will not waver as we grow,"* said Bruce Seidel, President of JCMB Technology.

Since first receiving ISO 9001:2000 certification in December 2002, JCMB has received three consecutive outstanding audits. *"This audit result is quite impressive and very rare",* stated Mr. Andre Marchand, Lead Auditor at Intertek.

This ISO-compliant status indicates that JCMB has implemented the ISO *quality management* principles for the conversion activities and maintenance services as per the requirements established by the International Organization for Standardization (ISO).

The *quality management* practices currently in place will allow JCMB to:

- Enhance customer satisfaction.
- Obtain continual improvement of system performance (productivity).
- Reduce discrepancies that will allow us to minimize or eliminate errors.
- Disallow any occurring errors to reach our customers.

### Retaining ISO Certification – A Quick Look

The ISO 9001:2000 certification is re-evaluated on a yearly basis. An audit of the Quality process and procedures is performed; this is to ascertain that the *quality management system* implemented at JCMB follows the stringent standards that allow an organization to provide business excellence.

In addition, every three years an in-depth audit is performed whereby all departments involved with the ISO certification are examined to ensure that they are following the procedures described in the *quality management system* documentation in compliance with ISO.



## What does ISO Certification mean to our Customers?

Being ISO certified means that JCMB is ***committed to a program of continual improvement***. We've established a *quality management system* that will be maintained and improved upon, on a continuous basis.

In this manner, services that we provide to our customers are continuously monitored (for accuracy of deliverable). Information derived from monitoring the system is presented to management so that it may be used for planning purposes and for the continual improvement of system performance (productivity). Input from our customers is actively solicited. This feedback is used to ensure that the services provided respond to our customer's expectations and needs.