

O'Neil ISO 9002 Certification



For Immediate Release

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O'Neil & Associates, Inc. was awarded ISO 9002 certification in December of 1999. ISO (International Organization for Standardization) developed a common set of standards for manufacturing, trade, and communications to improve quality and consistency. Our certification followed an 18-month effort of assessment, research, documentation, and implementation. It was an exciting time for us as we learned where our strengths and weaknesses were in our processes.

As we analyzed our processes under the ISO microscope, we recognized that we were already doing many things right according to the standard, but the task at hand was to pull it all together and document our processes according to the strict guidelines established by ISO. Not only did ISO 9002 certification help us analyze and improve the efficiency of our processes, but it opens many doors for us in the international business community where ISO 9002 certification is often mandatory.

In addition to appointing an ISO Management Representative and an ISO Team, all employees of O'Neil & Associates contributed to the certification process by being interviewed, supplying existing documentation and flowcharts, writing new procedures, and participating in internal audits. John Staten, CEO of O'Neil & Associates, Inc., expressed his pride and commitment to the ISO standard when he awarded the 1999 O'Neil Team of the Year Award to the ISO 9000 Team. The Team of the Year is nominated by fellow O'Neil employees and selected by our Employee of the Month committee.

This accomplishment represents an important building block in our strategic plan for growth—well-documented procedures and business practices. Since receiving our certification, we maintain and improve our ISO status by performing routine, monthly ISO 9002 internal audits, developing continuous process improvements, maintaining best practices, and continuing quarterly management performance reviews of our Quality Management System. The road ahead includes unrelenting improvement, adherence, and fine-tuning of our system. We are not about to rest on our laurels.