



News Release

For immediate Release: 9/29/2008

NBC Media Contact: Donald R. Swain	Shanna R. Sims
National Business Center	National Business Center
Phone: (202) 219-0259	Phone: (703) 390-6616
Fax: (202) 208-7894	Fax: (703) 390-6780

The Department of the Interior's National Business Center Passes ISO 9001 Certification Audit

Washington DC – The Department of the Interior's (DOI) National Business Center is pleased to announce that their Acquisitions Services Directorate (AQD), Aviation Management Directorate (AMD) and the Integrated Payroll Service of the Human Resource Directorate (HRD) Lines of Business (LoBs) have all passed the "ISO 9001 Certification Audit" and will be recommended for ISO 9001 Certification from the BSI Management Systems. The NBC Quality Management Team has worked over the past three years to prepare to receive this high standard of achievement and pass the BSI third party compliance audit. In passing the audit, it is confirmed that the NBC has defined, documented, and deployed a formal Quality Management System (QMS) that is: Based on the "process approach", designed to enhance customer satisfaction through the fulfillment of customer requirements, focused on continual improvement, and, conforms to the requirements of ANSI/ISO/ASQ Q9001:2000.

"I am delighted that a government entity can achieve a milestone that many of the most competitive private industry businesses have received. It confirms my belief that the NBC is competitive in the Federal Shared Services environment and provides outstanding, customer-centric services "

The benefits of ISO 9001 certification to NBC customers include:

Nina Rose Hatfield
Deputy Assistant Secretary
Business Management & Wildland
Fire

- Improving business performance and managing business risks
- Streamlining operations and reducing unnecessary waste of resources and time
- Increasing customer satisfaction



News Release

The ISO 9001 Quality Standard is the world's most established quality framework, currently used by approximately 900,000 organizations in 170 countries and sets the standard for quality management systems. Specifically the ISO 9001 standard establishes the requirement for quality management systems, which is maintained by The International Organization for Standardization. Some of the requirements in ISO 9001 include, but are not limited to:

- Setting procedures that cover all key processes in the business;
- Monitoring processes to ensure the procedures are effective;
- Keeping adequate records;
- Checking output for defects, and enforcing appropriate and corrective action where necessary;
- Regularly reviewing individual processes and the quality system itself for effectiveness;
- Facilitating continual improvement

"The ISO 9001 quality standard is the most widely recognized and established quality framework in the world. Achievement of this certification demonstrates the NBC's commitment to the use of competitive best-practices to ensure our customers receive quality products and services that meet their business needs. I am extremely proud of the dedicated NBC employees and contractors who made this outstanding achievement possible."

Douglas J. Bourgeois
Director
National Business Center

The NBC will issue an additional Press Release upon receipt of their formal ISO 9001 certification.

About the NBC - Quality customer service, innovation, and best value are the cornerstones of the NBC. For over 30 years, the NBC has been supporting federal government agencies as a Shared Service provider, establishing world class business management systems and services. NBC's portfolio of services include: Budget and Finance systems and services, Human Resources and Payroll services, Training Services, Acquisition Services, Appraisal Services, Aviation Management Services, Information Technology Services, as well as Administrative Support Services to support Drug and Alcohol Testing. Our workforce of dedicated professionals



News Release

with unsurpassed knowledge of federal business practices, along with our ability to leverage government and commercial best practices, allows us to service our customer base of more than 150 government agencies. For additional information about the NBC see,

<http://www.nbc.gov/index.html>