



ISO standards help organizations around the world to meet today's business challenges. ISO has over 19,000 standards touching almost all aspects of daily life. The products and services of companies that are ISO Certified conform to international standards whereby customers can have confidence that they are safe, reliable and of good quality. ISO stands for International Organization for Standardization which is based in Geneva, Switzerland.

ISO standards ensure desirable characteristics such as quality, environmental friendliness, safety, reliability, efficiency, interchangeability and interoperability - and at an economical cost. Standards can be applied to products, services, materials and processes, as well as to personnel. These strategic tools are based on consensus of definitions, measurements, metrics for testing and other parameters. A wide cross-section of stakeholders – including industry, regulators, and consumer representatives – participate in the process of developing ISO international standards.

ISO is the leading multi-stakeholder, multi-sector, multinational platform for developing consensus-based international standards. The organization is a network of national standards bodies from 160 countries in all regions of the world. The ISO standards provide guidance and tools for companies and organizations who want to ensure that their products and services consistently meet customer's requirements and that quality consistently improves.

ISO **9001** is one of the international standards that contribute positively to economic prosperity and growth. It provides economic benefits and cost savings; it impacts the bottom line, and supports the pursuit of innovation. ISO **9001** is today's state-of-the-art global solution for management and is a practical tool leaders and management can rely on that has a track record for distilling international experience and wisdom to develop and voice solutions based on state-of-the-art technology and good practice.

ISO **9001** sets out the criteria for a quality management system. It can be used by any organization, large or small, regardless of its field of activity. In fact ISO 9001 is now implemented by over 1 million companies and organizations in over 170 countries. The standard is based on a number of quality management principles including: (1) customer focus, (2) leadership (motivation and application) (3) involvement of people, (4) process approach, (5) system approach to management, (6) continual improvement, (7) factual approach to decision-making and, (8) mutually beneficial supplier relationships.

Using ISO **9001** in our day-to-day operations not only increases our productivity but helps us to access new markets by breaking down barriers to international trade. This is important because we want companies from around the world to choose to be domiciled in Delaware.

The Division of Corporations is proud to announce that we are certified by an independent registrar to the standards of **ISO 9001**.