

## Center Keeps Client Business, with ISO 9001

The Beaufort County Developmental Center Inc. (BCDC) in Washington, NC, became ISO 9001-2000 certified in March, about a year after starting the process, and celebrated recently with a banner presentation from IES. BCDC hires workers with disabilities to provide a broad range of packaging and assembly services for area businesses and industry.

BCDC had no choice but to go for ISO 9001. Their biggest client, Stanadyne Corp., required all their vendors to be ISO 9001 certified. “But we also knew it would provide more opportunities for us,” said Catherine Glover, coordinator of fundraising and development.

ISO 9001 certification is an internationally recognized standard of quality. Being ISO 9001 certified means that BCDC’s Subcontract and Production Department provides the best possible service and quality available.

### Perseverance

IES has prepared dozens of North Carolina companies for ISO 9001 accreditation. Phil Mintz, ISO quality systems specialist with IES, noted that BCDC never gave up. “This was truly a lesson concerning the rewards of perseverance,” he said. “In every project I have worked, there have been times when the ISO 9000 work could have been shelved due to perceived special circumstances. The fact is that in business, there will always be something that seems more important to do in a given day. BCDC recognized this and never let anything stand in the way of their success.”

An ISO 9001 organization is committed to enhancing customer satisfaction by meeting customer and applicable regulatory requirements as well as continually improving its performance in this regard. ISO is a Greek term meaning “equal” and identifies standards developed and managed by the International Organization for Standardization.

Elizabeth Leggett, Adult Day Program services manager, knows this is a positive step for BCDC and the services it provides. “By becoming ISO certified,” she said, “we are assuring our customers that the work and services we provide are top quality, and that they can trust our process as well as our work outcome.”

BCDC started preparing for the certification in March 2005. The training with IES continued until October. Then, BCDC went through an extensive audit to receive certification. They became officially ISO 9001 certified on March 24, 2006.



Beaufort County Developmental Center celebrates ISO 9001 registration with IES' Phil Mintz.

## **Accomplishment**

“This is a huge accomplishment for BCDC,” Leggett said. “It will provide opportunities for the organization because people recognize establishments that are ISO certified. The training and process we went through to become certified ensures that we are operating at top performance.”

She credits IES with helping BCDC over the hurdles. “Phil was able to take something that is very complicated and break it down so we could understand it,” she said. “He was always available to help us and he prepared us thoroughly for the audit. We performed our audit with AQA and both days she went home early because it went so fast. She was very impressed. That would not have been possible without Phil’s support and knowledge of the material. We were very happy with Phil and the knowledge and expertise he brought to the table.”

One challenge for BCDC and any of the vocational rehabilitation centers seeking certification was how to adopt the requirements into their general workforce, Mintz said. Additionally, BCDC was challenged all along the way with significant resource issues among key personnel. However, they found a way to continue the program every time. An Incumbent Workforce Development Grant allowed BCDC to hire IES to prepare them for the certification audit.

## **Consumers and Clients**

“Although we are a business,” Glover said, “we also provide a service to our consumers (adults with disabilities), so we are providing our business customers service as well as the people we serve. We are a community rehabilitation program that trains people with disabilities to be successful in the workplace. Persistence was needed as well as patience because we were establishing new ways of doing procedure we had done for a long time. We were creating new reports and tracking information that at first took more time and was very tedious. Once a routine was established, it became easier.”

The Beaufort County Developmental Center VOICE Production Department provides assembly, sorting of parts, inspection and testing, and collaboration of materials for the manufacturing industry including the government and automotive industry to comply with the ISO 9001-2000 standard.

BCDC has developed a broad array of services to meet the educational, residential and vocational needs of more than 300 citizens with disabilities. Other vital supports, including a child development center and countywide transportation services, have been created to assist the families of these citizens.