



**Hapco's recent ISO 9001:2015 certification has strengthened our decades long commitment to "offering products of the highest quality at ever-increasing service levels".**

#### **WHAT IS ISO 9001:2015?**

ISO 9001:2015 is globally recognized as the premiere Quality Management System. By providing internationally accepted standards and guidelines, it provides organizations a foundation to achieve superior customer satisfaction through continuous assessment and improvement.



#### **HOW DO COMPANIES BECOME ISO 9001:2015 CERTIFIED?**

ISO 9001:2015 standards cover eight main business principles: Customer Focus, Leadership, Involvement of People, Process Approach, System Approach to Management, Continual Improvement, Factual Approach to Decision Making, and Mutually Beneficial Supplier Relationships.

Effective quality control processes have been IMPLEMENTED and DOCUMENTED for every portion of our business, with an independent third party audit culminating in ISO 9001:2015 Certification.

#### **WHAT DOES ISO 9001:2015 CERTIFICATION MEAN TO OUR CUSTOMERS?**

Quality Management Systems are at their core about QUALITY, and Hapco's adoption and implementation of standards leading to ISO 9001:2015 certification will result in an improved level of quality for the entire organization. Certification ensures a system in place that will . . .

- Improve consistency of products.
- Improve and maintain quality and service levels.
- Minimize mistakes, leading to fewer errors and fewer returned products.
- Ensure product conformity to customer requirements.
- Optimize production processes.
- Instill a culture of continuous improvement.

**HAPCO...Committed to Service Excellence**