



NASS IDEAS Award Application – 2012

State of Delaware

Nominating Secretary of State: The Honorable Jeffrey W. Bullock

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Project Title: Division of Corporations Achieves ISO 9001 Certification

Project Lead: Richard J. Geisenberger, Chief Deputy Secretary of State

Brief Description: The Delaware Division of Corporations recently received ISO 9001 Certification following an intense series of quality audits. The Division has long been recognized for its business-like approach which has contributed to the overall status that Delaware has achieved as the Corporate Capital of the World. Receiving the certification is a testament to our many years of quality management, but also an expression of our desire to seek constant improvement. Our quality management system involves measuring everything we do to achieve our goals of growing revenue, increasing productivity, improving customer service and increasing employee satisfaction. ISO 9001 certification will help us further develop the services we provide and how we provide them to better serve our customers. It will also help us better market ourselves to an international audience, as ISO 9001 is highly valued as a standards indicator throughout the world.

Nomination Area: Business Services

EXECUTIVE SUMMARY

The Delaware Division of Corporations has long prided itself on the quality of service it provides to its customers. The Division has been recognized with two important quality awards in Delaware which are based on the Malcolm Baldrige National Quality Award standards: the Delaware Quality Award and the W.L. Gore Award. More recently, however, the Division took an especially significant step forward by seeking ISO 9001 certification.

In summer 2012, the Division of Corporations announced its certification by an independent registrar to the standards of ISO 9001, following a year-long process of internal and third-party audits.

More than 1 million companies from around the world have chosen to be domiciled in Delaware, including 64% of Fortune 500 companies and 80% of all U.S. IPOs. We are always looking to expand our marketing, often in collaboration with Delaware's International Trade and Development Office which is also under the purview of the Secretary of State.

Receiving the certification is a testament to our many years of quality management, but also an expression of our desire to seek constant improvement. Our quality management system involves measuring everything we do to achieve our goals of growing revenue, increasing productivity, improving customer service and increasing employee satisfaction.



ISO 9001 is today's state-of-the-art global solution for management, helping organizations meet the challenges of innovation, cost reduction, product safety, access to global markets, risk management, environmental impact, quality management, customer relationships, energy efficiency, and social responsibility. It 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.

ISO 9001 certification gives confidence to potential and current customers that products and services offered by the Division of Corporations adhere to international standards of quality, contributing positively to economic prosperity and growth, providing cost savings and supporting the pursuit of innovation.

This strategic tool will help the Division of Corporations address some of the most demanding challenges of modern business by ensuring that our operations are as efficient as possible, increasing productivity and helping us access new markets.