



# WHY WE CHOSE TO BECOME **ISO** CERTIFIED

Secretary of State Jeffrey  
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# DELAWARE: CORPORATE GATEWAY TO THE USA

- Over 1 million companies from around the world have chosen Delaware
- The Delaware General Corporation Law is widely regarded as the nation's most modern and flexible corporate statute
- We have a highly respected business court
- **Our Division of Corporations is recognized for its innovative and business-friendly services**

# WHAT IS ISO?

- ISO is the world's largest developer of international standards
  - **ISO 9001** is set of requirements defining specific activities to be followed
  - Can be applied to products, services, materials, processes and personnel
  - ISO certification is **recognized worldwide**
  - ISO 9001 is now implemented by **over 1 million companies and organizations**
  - ISO 9001 has been implemented in **over 170 countries**
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# SO WHY DID WE PURSUE IT?

- To improve our operations, products and customers' satisfaction
- To give confidence to potential and current customers
- To make us more competitive worldwide and help us access new markets



# THE STANDARD IS BASED ON...

- Customer focus
- Leadership
- Involvement of people
- Process approach
- System approach to management
- **Continual improvement**
- Factual approach to decision making
- Mutually beneficial supplier relationships



# OUR PROCESSES

## CORE BUSINESS PROCESSES

Filings

Cash Management

Customer Service

Information Center

Support Services

Franchise Tax

Uniform Commercial Code

## SUPPORT & IMPROVEMENT PROCESSES

Control of Documents

Control of Records

Management Review

Human Resources

Purchasing

Internal Auditing

Corrections / Preventive Action



# SIMPLY STATED...

1. **Say what you do...** by documenting your quality management system
2. **Do what you say...** by following your system
3. **Prove it...** by producing documented evidence

External auditors collect evidence that we are doing what our procedures say we are doing by conducting interviews, observing operations and reviewing records

We also conduct internal audits throughout the year.



# MEASUREMENT AND DOCUMENTATION

## What Do We Measure Against?

Our vision, mission, goals, core values, quality policy, quality manual and standards.

## What Do We Document and Measure? *Almost Everything*

Financial (ex. Revenues, expenses etc.)

Innovation (ex. New products and services. Marketing initiatives)

Productivity and Efficiency (ex. Workload, Time in Process, Variable Costs)

Customer Measures (ex. Satisfaction, backlogs, call abandonment)

Employee Measures (ex. Satisfaction, suggestions, retention)





# GOING FROM GOOD TO GREAT

**Our Goal:** To conform to the standards of the Malcolm Baldrige National Quality Award

## **Our Approach:**



- Conducted a Division-wide self-assessment
- Defined and communicated our mission and values
- Identified key workload demand measures and reallocated staff
- Encouraged a culture of high performance
- Examined and modified our work processes
- Improved our outcome measures and trends

# THE CHANGES

Leadership

Strategy Development

Customer Focus

Measurement, Analysis and Knowledge  
Management

Human Resources

Process Management

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# WHAT DOES IT MEAN FOR DELAWARE?

Having the words **ISO 9001 Certified** as part of our logo identifies us as:

- An organization dedicated to producing quality products and services
- An organization committed to doing business internationally
- An organization that stands behind its products and services

**Certification has helped us become a more efficient and effective organization AND certification sets us apart**

