



QUALITY SYSTEMS REGISTRARS

The First ANAB Accredited Registrar Established 1991

WHAT ARE YOU LOOKING FOR IN A MANAGEMENT SYSTEM REGISTRAR?

BUILDING PARTNERSHIPS

COMMITMENT

CUSTOMERS FIRST

UNPARALLELED EXPERIENCE

QSR[®] CLIENT CARE

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BUILDING PARTNERSHIPS

“I just wanted to reach out and tell you that the QSR auditor was very professional, knowledgeable and friendly auditor to work with. I really appreciate the thought in matching our company with him. So far, we are so glad we switched to QSR; the re-certification process was so much less of a headache than it has been in the past.”

Alex Milhous, Quality Manager



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COMMITMENT

BACK IN THE LATE 1980s the International Organization for Standardization (ISO) had just published the first ISO 9000 series. Not long thereafter, several visionaries realized the impact that a set of published guidelines developed to harmonize global quality standards would have on U.S. industry. Breaking into new territory these visionaries, our founders, began creating the first US accredited registrar, Quality System Registrars INC (QSR).

They understood the core issues and emotions involved in entering uncharted waters. Since that time QSR® has grown to be one of the most respected, and arguably, the most credible and consistent registrar. Our commitment to our clients and the systems we certify is unwavering and unmatched, and we truly hope to earn your confidence and your business.

It is with great pleasure that we present the following information. It has been designed specifically to communicate our merits in a simple, straightforward, and friendly manner. We have laid out the issues that we feel are most important to you and your organization at this stage of registrar assessment.

We hope that by the time you have gone through our materials we have effectively communicated exactly what we mean when we say "QSR®..."

Assuring The Registration Process Runs Smoothly!

95%

**CUSTOMER
SATISFACTION**

30+

**YEARS IN
BUSINESS**

1000+

**CERTIFICATES
ISSUED**

CUSTOMERS FIRST

WHILE THE BENEFITS OF CERTIFICATION are not unique to any single registrar, the degree to which they can be realized is unique. QSR® Components of Value™ is, if you will, an organization of our competitive advantage and an overview of what it means for you to hold certification with us.

SPIRIT

We are proactive and fully aware of the competitive spirit generated from an ever changing, global economy. However, we are also aware of the emotions and requirements that come about through systematic change. We strive to guide you through the entire process and to build a lasting and mutually satisfying partnership.

CLARITY

Clarity in communication, procedure, report writing, and in service is our hallmark. Through our clear and concise presentation style, we make your certification process as smooth and straightforward as possible. Whenever possible we lay out steps and present information in an understandable, person-to-person format. This allows you to focus your attention on the matters at hand, not on deciphering or interpreting confusing dialogue or instructions.



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OUR TEAM

The entire QSR® family is here to serve you. We offer a full service approach to achieving successful certification and the on-going maintenance of your quality system. Our friendly and courteous staff of professionals is keenly aware of the sensitivities associated with setting new standards and developing the process toward industry leadership. This commitment to our clients is outlined in QSR® Client Care™, our operational principles. To increase efficiencies and minimize client- distributed overhead, we have de-centralized our corporate activities into multiple locations, while maintaining a geographically disbursed team of first-class, highly qualified auditors. Their national presence maximizes our ability to provide regional and lower cost service. These auditors have been highly praised for the care and effort they take to understand our clients' business structure and how the various standards specifically applies to your operations.

CONTINUITY

Our 95% client renewal rate, taken in conjunction with our strength, commitment, and drive, lays the foundation for a long and fruitful client relationship.

CHECKS & BALANCES

We strive to constantly monitor our own performance so as to provide the most thorough service to you. Through the development and implementation of Client Questionnaires, Field Critiques, Periodic Group Training Sessions, and a Formal Audit Committee, we move toward complete continuous professional development.

UNPARALLELED EXPERIENCE

“We have learned a lot from the auditor, he is very knowledgeable. I would recommend QSR to others as they are very professional and work very well with small business’ like us.”

Noushin Nemazee, President



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QSR® CLIENT CARE

QSR® CLIENT CARE™ is our complete commitment to our clients and our unwavering faith in the systems that we certify.

This includes:

Responding to our clients' questions in a timely manner;
Maintaining professionalism in our business relationships;
Having polite and courteous correspondence;
Doing all that we can to ensure the accuracy and integrity of certification;
Adapting to client feedback and market demands when possible;
and first and foremost...



**PROVIDING A VALUE ADDED
AUDIT EXPERIENCE.**



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🏠 Office Locations in: Texas, New England, South Carolina, Louisiana, Georgia, Michigan & Virginia.

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🌐 www.QSR.com



REQUEST QUOTE

