

PRESIDENT'S REPORT



WBENC

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CERTIFICATION

WBC-SOUTHWEST GETS ISO CERTIFIED



THE WOMEN'S BUSINESS COUNCIL-SOUTHWEST HAS RECENTLY EARNED THE PRESTIGIOUS ISO-9001 CERTIFICATION.

"WE ARE SO PROUD TO HAVE RECEIVED THIS OUTSTANDING QUALITY CERTIFICATION. I WOULD LIKE TO CONGRATULATE OUR STAFF, PARTICULARLY FLO COX AND ANITA STEELE, OUR CERTIFICATION MANAGER, WHO WORKED VERY DILIGENTLY THROUGHOUT 2011 TOWARD THIS GOAL."

-PRESIDENT DEBBIE HURST



THIS ACHIEVEMENT WAS EVEN MORE REWARDING BECAUSE WE WERE GUIDED THROUGH THE PROCESS BY ANOTHER WBENC-CERTIFIED WBE, BIZPHYX, A QUALITY MANAGEMENT CONSULTING FIRM HEADED BY PRESIDENT AND CEO SUE CLANCY. "WE COULD NOT HAVE DONE THIS WITHOUT BIZPHYX'S EXPERT ADVICE, GUIDANCE AND SUPPORT!" HURST ADDED.

ISO-9001 CONVEYS THAT WBC-SOUTHWEST ENHANCES CUSTOMER SATISFACTION THROUGH QUALITY SERVICE DELIVERY, EMPLOYS PROCESSES FOR CONTINUAL IMPROVEMENT, AND ASSURES CONFORMITY TO APPLICABLE STATUTORY AND REGULATORY REQUIREMENTS.

ADDITIONALLY, HURST SAYS, THE CERTIFICATION REFLECTS THE HIGH STANDARDS WBC-SOUTHWEST SETS FOR ITSELF IN PROCESSES FOR EFFECTIVE MONITORING, PROBLEM-SOLVING, COMMUNICATION AND FEEDBACK THROUGHOUT THE ORGANIZATION.

IN THE SPIRIT OF PAYING FORWARD, WBC-SOUTHWEST IS PLEASED TO BE A RESOURCE FOR OTHER REGIONAL PARTNER ORGANIZATIONS INTERESTED IN PURSUING THIS CERTIFICATION. IF YOU ARE INTERESTED PLEASE CONTACT DHURST@WBCSOUTHWEST.ORG.