

Simon Roofing receives ISO certification

Boardman, August 26, 2009 — Simon Roofing, a leading roofing manufacturer, installer and service provider, received ISO 9001:2008 certification for the company's call center activities. ISO is an internationally recognized standard issued to organizations with a quality management system and was authorized by TÜVRheinland[®], a premier global provider of independent testing and certification services.

Headquartered in Boardman with regional offices and service centers throughout the country, Simon Roofing has more than 100 years of experience in the roofing industry. Simon's call center, located at company headquarters, processes more than 80,000 calls a year.

Joe Simon, Operations Director of Service & Lean Champion, said, "One of our goals is to continue to focus on customer satisfaction and standardize the process for continual improvement."

ISO 9001:2008 provides a set of requirements that must be in place to have a quality management system, regardless of the organization's size, product or service line, or public or private status. Certification to this standard is voluntary, and organizations must complete a rigorous auditing process by a third-party registrar.

"ISO is a very tough standard in the industry to reach and says a lot about our company. Moving forward our goal is to extend these standards further out into the company and receive more certifications," Simon said.

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