



News Release

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The Department of the Interior's National Business Center Becomes the Only Federal Shared Service Provider to Receive ISO 9001-2000 Certification

NBC Strengthens Its Commitment To Quality and Service Excellence For Customers

Washington DC – The Department of the Interior's (DOI) National Business Center is delighted to announce that their Acquisitions Services Directorate (AQD), Aviation Management Directorate (AMD) and the Integrated Payroll Service of the Human Resource Directorate (HRD) Lines of Business (LoBs) have received their certificate of registration for the International Standard ISO 9001.

The ISO 9001 quality standard is the most widely recognized and established quality framework in the world. Achievement of this certification demonstrates the NBC's commitment to the use of competitive best-practices to ensure customers receive quality products and services that meet their business needs.



NBC Director Douglas Bourgeois receives the ISO 9001:2000 Certificate from BSI MS America Vice President for Corporate Development and Regulatory Affairs, Reg Blake at NBC Ceremonies October 22, 2008

NBC continually strives to meet their customer expectations for the highest level of quality and service. Receiving the ISO-9001 certification validates the NBC's unwavering commitment to deliver the highest quality service and satisfaction that their customers have come to expect, and confirms that NBC has set solid defined and documented standards, as well as deployed a formal



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Quality Management System (QMS). “The foundation to our success is our unrelenting commitment to quality and customer service excellence. The high quality of our employees combined with integrated HR systems, processes, and solutions have resulted in strong partnerships with our large diverse client base. The ISO Certification validates our commitment to continued process improvement with a solid business model to differentiate NBC in the Federal Shared Services environment”, says LC Williams, the NBC’s Associate Director for Human Resources.

The NBC realizes that customers, especially Federal, want to be confident that they’re doing business with an organization that can meet or exceed their needs both efficiently and effectively. Achieving the voluntary ISO-9001 certification, NBC customers are assured they are receiving a myriad of benefits to include:

- Improved business performance and management of business risks
- Streamlined operations and reduce waste of unnecessary resources and time
- Increased customer satisfaction

“NBC’s achievement of the ISO-9001 certification provides assurance to our customers that we will continue our long tradition of providing products, services and support of the highest quality. I am extremely proud of the dedicated NBC employees and contractors who made this outstanding achievement possible.”

Douglas J. Bourgeois
Director
National Business Center

“Achieving the ISO-9001 certification is a terrific milestone for both the NBC and their customers.” stated John Nyce, NBC’s Associate Director, Acquisition Services. “We are committed to providing our customers with compliant, high quality, cost effective Acquisition Services. The pursuit and receipt of the ISO-9001 certification is another indication of our commitment to maintain the highest quality of Acquisition services and products”.

NBC celebrated their accomplishment today at NBC’s Headquarters located at DOI’s Main Interior Building in Northwest Washington DC. The ceremonies included the awarding of ISO



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Certification by Reg Blake, Vice President Corporate Development and Regulatory Affairs at BSI MS America, Inc.

The successful ISO 9001 certification audit was conducted by BSI MS America, Inc. To read more about BSI Management Systems, please visit: <http://www.bsi-global.com/>

About the NBC - Quality customer service, innovation, and best value are the cornerstones of the NBC. For over 30 years, the NBC has been supporting federal government agencies as a Shared Service provider, establishing world class business management systems and services, which include ISO-9001 certification for their Acquisitions Services Directorate (AQD), Aviation Management Directorate (AMD) and the Integrated Payroll Service of the Human Resource Directorate (HRD) Lines of Business (LoBs). NBC's portfolio of services include: Budget and Finance systems and services, Human Resources and Payroll services, Training Services, Acquisition Services, Appraisal Services, Aviation Management Services, Information Technology Services, as well as Administrative Support Services to support Drug and Alcohol Testing. Our workforce of dedicated professionals with unsurpassed knowledge of federal business practices, along with our ability to leverage government and commercial best practices, allows us to service our customer base of more than 150 government agencies. For additional information about the NBC see, <http://www.nbc.gov/index.html>