

## Perry Johnson Registrar's **QUALITY POLICY STATEMENT**

Through a strategy of continuous improvement and teamwork, and in accordance with the requirements set forth by the international standards organizations, Perry Johnson Registrars, Inc. is dedicated to differentiating itself as an effective provider of certification services, as well as ensuring that we create value for our customers, industry stakeholders, and employees.

The foundation for achieving our objective is based upon our commitment to provide our clients with the highest level of service to assist with their success in the global marketplace.

PJR understands the importance of impartiality in carrying out its management system certification activities, manages conflict of interest, and ensures the objectivity of its management certification activities. PJR further supports a policy of public access and disclosure of information regarding its certification processes and status of certified organizations, and is responsive to complaints about its activities and the activities of its certified clients.

The entire PJR team adheres to the spirit of this quality policy as well as the directives of the Quality Manual and its subordinate documents.

**Terry Boboige**  
*President*



## **PJR Worldwide Offices**

### **United States:**

Troy, MI: World HQ  
Chicago, IL  
Dallas, TX  
Los Angeles, CA

### **International:**

Fukuoka, Japan  
Hiroshima, Japan  
Nagoya, Japan  
Osaka, Japan  
Sapporo, Japan  
Sendai, Japan  
Tokyo, Japan  
Monterrey, Mexico  
Caserta, Italy  
Bangkok, Thailand  
Bangalore, India  
Hyderabad, India  
Toronto, Canada  
Shanghai, China  
Horsham, United Kingdom



755 W. Big Beaver, Suite 1340  
Troy, Michigan 48084  
1-800-800-7910 or (248) 358-3388

To receive a proposal for your facility,  
call PJR at **1-800-800-7910** or  
visit our website at [www.pjr.com](http://www.pjr.com).

## **Small Business Program**

Quality Management Systems Certification



*Your partner in  
Small Business certification*



## Small Business Program

The success of Perry Johnson Registrars is largely due to the small business clientele that served as the building blocks for our solid foundation. PJR is now a worldwide leader in the field of quality management systems certification. We are as dedicated now as in our humble beginnings to our small business clientele. As proof of our commitment to further developing our small business clientele PJR provides advantages that set us apart from the large competitors.

- We employ seasoned auditors worldwide, experienced in auditing even the smallest customer (1-2 employees).
- Dedicated audit support personnel to schedule audits and answer non-technical questions, serving as a single point of contact with our corporate office.
- In office technical personnel and Executive Committee to address any technical questions that our clients may have.
- Free monthly webinar trainings and access to past training and training materials.
- And so much more...



## Why Should Your Business Choose PJR?



- PJR understands the difficulties of the small business owner. We hear all the time, “ISO 9001 is a nightmare! It’s so much work!” Our goal is to provide a friendlier approach to certification.
- PJR auditors have an understanding of small business, how they operate, and the resource constraints that business owners have to deal with.
- PJR auditors think outside the box and appreciate that there are different ways to meet the standard requirements.
- PJR provides free webinars on strategic topics monthly.
- PJR conducts risk-based surveillance audits, targeting the areas to best assist the small business improve.
- PJR auditors are human beings. They understand that shop floor employees at a small business are nervous and often intimidated by the audit process.
- PJR provides an official Notice of Pending Registration upon signing registration agreement, which communicates that the organization’s certification journey is underway.
- PJR is always conscious of travel cost and we try to save customers money at every turn.
- PJR offers the option of conducting the Stage 1 audit “offsite” to defray travel costs.

## PJR, Your Small Business Certification Partner

PJR knows certification and PJR knows small business. For nearly two decades we have provided certification services to small businesses across the globe and across many standards. Our business was built by our small business clientele.

While our range of certification services is diverse and our global reach is wide, we’re proud of our client-centered customer service.

- Our dedicated Project Managers welcome the opportunity to answer all of your questions as they provide you with a customized certification service plan and pricing – all free of charge.
- Once you select us as your certification partner, we continue to make the experience easier for you by providing a single point of contact for scheduling and any customer service concerns throughout the certification process and beyond.
- We offer our clients free webinars, information newsletters, industry updates, clients only portal with downloads and access to past audit performance data, and more!



To receive a proposal  
for your facility contact us at:

**1-800-800-7910**  
**www.pjr.com**