

NAAMTA Announces Renewal of ISO 9000 Quality Management System Certification



In keeping with our commitment to the ISO 9001:2008 Standards, I wanted to report that on January 15, 2015, an auditor from PRI Registrar, conducted an independent audit of all NAAMTA's policies and procedures. In its thoroughness, virtually every NAAMTA process (over 550) was reviewed and evaluated for accuracy.

For those of you who understand what goes into an ISO audit, you will appreciate that with all of which was revealed in this total transparent audit, the auditor could not find even one non-conformity. He mentioned that he does hundreds of audits each year. The NAAMTA audit was completely done and managed electronically. He was very complimentary of the way NAAMTA has designed its processes.

In our first few years NAAMTA has gone about business very quietly, building a foundation of processes that lead to better business decisions and better safety and patient outcomes. The phrase "When Performance is measured performance improves, when performance is measured and reported back, the rate of improvement accelerates," is so important to what we believe here at NAAMTA.

Our Continuous Compliance aspect through documentation is a key component to improvement. The NAAMTA learning center provides a means where education and training can be evaluated. Forms and tracking documentation platforms NAAMTA has created gives operators the data they need to make better decisions.

The real beauty of this is that once a year ISO auditors come to our office to evaluate each and every process and work instruction. NAAMTA provides its customers and other evaluating organizations the peace of mind that a third party is reviewing and documenting transparent and fair practices.

We are proud of our accomplishment. The amount of work that has been done to complete this important phase of our business model probably won't be much of a blip on most people's radar, but for those of us that know the painstaking work, they will stand in line to say "Great work NAAMTA, and having zero non-conformities is truly amazing!"

NAAMTA's commitment to improving performance is the highest priority.