



U.S. Army Corps of Engineers
Engineering and Support Center, Huntsville
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Huntsville Center achieves ISO certification

Huntsville Center's efficient business practices recognized internationally

HUNTSVILLE, Ala. – The U.S. Army Engineering and Support Center, Huntsville has officially been certified as compliant with the International Organization for Standardization (ISO) 9001:2000 standard for quality management.

ISO certification recognizes a business or agency as having extremely efficient processes and high quality management standards.

“As we use the ISO Quality Management System to its full advantage, we will streamline processes by cutting non-value added steps that seem, to creep, over time, into every business system,” said Huntsville Center Planning and Quality Manager Betty Neff, who led the ISO certification process.

Huntsville Center has been working toward the internationally recognized certification for nearly three years and was officially awarded the honor March 31.

Maj. Gen. Ronald Johnson, deputy commander of the U.S. Army Corps of Engineers, was in Huntsville for the formal ceremony in April announcing the certification.

Huntsville Center manages an annual budget of more than \$900 million a year and is a reimbursable organization, so effective business processes play a key role in supporting its government customers. “Since not every organization gets ISO certified, it

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tells our customers that we are dedicated to delivering products and services that meet their requirements,” Neff said. “That after all, is the definition of quality.”

The Center’s mission is global in scope and operates under a charter that is based on programs rather than geography. Center programs include ordnance and explosives, chemical demilitarization, installation support and medical programs.

The Center will continue to be audited annually by the ISO registrar and must continue to internally audit itself to continuously look for ways to improve efficiency.

If you have any questions regarding Huntsville Center’s ISO certification, please call Chris Gardner at 256-895-1692.

