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Impact Analytical Successfully Registers Under ISO 9001:2000 Quality Standards

[Midland, MI] -- One of the nation's leading analytical labs has announced its successful registration under the new ISO 9001:2000 quality management standards. Impact Analytical received confirmation of its upgraded ISO status after a flawless assessment by Underwriters Laboratories (UL).

ISO 9001:2000 is the latest international standard for quality management and quality assurance systems, replacing the obsolete 1994 versions of ISO 9000: ISO 9001, ISO 9002 and ISO 9003. The new standards cover a wide range of issues, including: records control, formal quality policy, customer feedback, addressing complaints and quality system audits. After the initial evaluation, UL conducts a routine surveillance audit every six months.

Quality Manager Sarah Diener said that continuous quality improvement and the upgrade to the most recent ISO 9001 standard benefits both Impact Analytical and its customers. "This excellent report demonstrates that our management and employees make our customers' satisfaction a top priority as we provide for their technical needs," she observed.

"There are many advantages to being ISO 9001:2000 registered," Diener continued. "The most obvious one is more satisfied customers, which is good for business. But by having our entire

staff become more customer-focused and creating formal guidelines, our processes work more smoothly. Registration can also help earn contracts with large organizations, which frequently require documentation of quality programs and management,” she said.

The ISO 9000 standards are a set of international quality management guidelines. Since their initial publication in 1987, they have earned a global reputation as the basis for establishing quality management systems and attaining independent (third party) quality system certification. About 300,000 organizations worldwide have been registered so far, with many more in the process of setting up and implementing quality management systems.

Diener added that as part of its overall quality program, Impact Analytical is targeting compliance to Good Laboratory Practices (GLPs) in the next six months. The Good Laboratory Practice Act (GLP) pertains to non-clinical laboratory studies supporting applications for research or marketing permits for products regulated by the Food and Drug Administration (FDA). All product studies submitted to the FDA or Environmental Protection Agency (EPA) must follow the GLPs, and compliance is demanded to meet the regulatory requirements for the release of new products.

Since 1971, Impact Analytical has delivered extensive problem-solving capabilities, detailed analysis and method development to customers in plastics manufacturing and processing. The company’s experienced technical staff provides characterization of unknown materials, permeability testing, competitive product analysis, identification of impurities, supplier certification and product failure investigation services.

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