

FOR IMMEDIATE RELEASE

OUR gets Quality Management System upgrade

(KINGSTON, Jamaica; 2018 June 28): The Office of Utilities Regulation (OUR) has transitioned to the International Organization for Standardization (ISO) 9001:2015 certification of its Quality Management System (QMS), an upgrade of the ISO 9001:2008 certification it received in 2015 December.

The latest certificate of conformity was issued to the OUR by the local certification body, the National Certification Body of Jamaica (NCBJ) on 2018 June 14.

The ISO certification has allowed the OUR to: realign its processes towards customer satisfaction, implement process standards and audits to ensure the adherence to best practices, use a project management system to measure performance, and improve its document management and records control.

In welcoming the transition, OUR's Director-General, Ansord E. Hewitt says, "The ISO 9001:2015 standard holds top management to greater responsibility for the effectiveness of the quality management system. It also places a specific focus on greater attention to risk management. We welcome this focus as the OUR, given its pivotal role and commitment to striving for excellence, must continue to measure itself against international standards".

Since acquiring its ISO 9001:2008 certificate, the OUR has undergone several audits by the NCBJ to ensure that it remains in compliance with ISO standards.

The QMS standards have gained acceptance worldwide, and organizations are implementing the standards and seeking registration as an indication of the efficiency of their operations. Implementation of a quality management system forces organizations to adhere to standard operating procedures, and ensures that these procedures are reviewed periodically to continually improve the performance of the organization.

BACKGROUND

In 2012, the OUR began the process of obtaining ISO certification as a validation of its Quality Management System through a process of rigorous audits, to determine its eligibility for certification.

In 2017, two years after gaining ISO 9001:2008 certification, the OUR took a decision to seek 9001:2015 certification of its Quality Management System.

OUR gets Quality Management System upgrade .../2

ISO 9001 is an international standard that sets out the requirements for a Quality Management System. It helps businesses and organizations to be more efficient and improve customer satisfaction.

The NCBJ is accredited by ANSI-ASQ National Accreditation Board (ANAB) to offer internationally recognised certification to QMS Standards (ISO 9001). The certification provided by NCBJ is equivalent to all leading Certification Bodies throughout the world.

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