

## TÜV Rheinland's Quick Response Helps Surmotech Maintain ISO-9001 Certification

TÜV Rheinland provides exceptional auditor experience

### SOLUTION AND RESULTS CONTINUED

During the audit at Surmotech, a few minor non-conformities were identified, and the manufacturer addressed them by issuing internal Corrective Action reports, determining root cause, and taking corrective actions. Surmotech submitted the evidence to TÜV Rheinland to demonstrate that it implemented the corrective actions and they proved effective. "Starting the re-certification process, I expected a general acceptance of our needs but not such an extraordinary response from TÜV Rheinland," said Bibens. "They exceeded my expectations." Surmotech received its new certificate on January 17. It is currently contracted with TÜV Rheinland for ISO-9001: 2008 registration services, which include re-certification and surveillance support.

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