

*J.R. Clancy is the only North American designer, manufacturer, and installer of theatrical rigging equipment to have its quality management system certified to the rigorous ISO 9001:2000 standard.*



## Quality Satisfaction — time, after time, after time

In your business, success means relying on suppliers who hold themselves to standards as high as your own. At J.R. Clancy, we stick to proven internal quality management systems that adhere to some of the toughest requirements in the world — ISO 9001:2000 Certification.

Investing time and money to achieve this certification is one way of proving our continuing commitment to the owners, architects, consultants and contractors we serve. What's more — we have the discipline and desire to keep getting even better! That means **you can expect results that are consistently on-schedule, on-budget, and right the first time.**

## What is ISO?

ISO, the International Organization for Standardization, is respected worldwide for developing demanding quality assurance models against which businesses can be audited and certified by an independent third party.

## What does ISO:2000 cover?

ISO 9001 is a set of **quality management requirements with an emphasis on customer satisfaction.** The strict ISO 9001:2000 standard covers design, installation, project management, and quality. It requires that top management be actively involved and the system be responsive to customer needs and requirements.

## Creating Higher Standards with PQAP

Our Project Quality Assurance Plan ensures quality requirements are met. This structured plan covers all stages of every project, from bidding to close-out. The PQAP includes **regularly scheduled customer, internal design, and progress reviews.** The goal is to keep every project on time, with no surprises!