

# Pennington Crossarm Co. has achieved

## ISO 9001:2000 Certification

**Pennington Crossarm Co.'s Eugene facility is the first manufacturer of wood crossarms to achieve the internationally recognized ISO 9001:2000 certification** after passing a demanding, 3-day inspection by an independent auditor. The auditor interviewed management and plant staff as well as inspected all phases of crossarm manufacturing to ensure we are conforming to the requirements.

Used by leading countries around the world, **ISO 9001:2000 standards provide universal requirements for a company's quality management system.** Over 150 countries around the world participate in ISO (International Organization for Standardization); it is a well recognized organization in the utility industry.

**What does this mean to our customers?** Our customers have increased confidence that our employees and manufacturing procedures meet international standards and stand up to independent, third-party verification. It shows Pennington has a detailed system in place from purchasing and taking customer orders to all phases of manufacturing including shipping to ensure we are meeting our customers' needs. As a result, we produce quality products and provide continuous customer satisfaction.

**What does this mean to Pennington?** Most companies implementing ISO 9001:2000 certification report increases in business process efficiencies, reduction in waste, and improved product quality—all pointing towards additional benefits for our customers.



Marty Wilson, Sales Manager: 877-207-2323  
Linda Prefontaine, West Coast Sales: 877-207-2187  
David Cherry, East Coast Sales: 843-522-0158