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FOR IMMEDIATE RELEASE:
February 5, 2008

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AMERICAN NURSES CREDENTIALING CENTER (ANCC) ANNOUNCES ISO 9001:2000 CERTIFICATION FOR ITS ACCREDITATION PROGRAM AND MAGNET RECOGNITION PROGRAM®

SILVER SPRING, MD – The American Nurses Credentialing Center (ANCC), a subsidiary of the American Nurses Association (ANA) has successfully completed its journey towards ISO 9001:2000 certification for the administration of its Accreditation Program for excellence in continuing nursing education and Magnet Recognition Program® for excellence in healthcare organizations.

An ISO 9001:2000 certification is the firmly established global standard for assuring stakeholders of an organization's ability to satisfy quality-related requirements. ISO 9001 certification also measures success in meeting customer satisfaction needs in supplier-customer relationships.

ANCC President Debbie D. Hatmaker, PhD, RN, SANE-A, says "Achieving ISO 9001:2000 certification gives ANCC the ultimate credibility for granting recognition for nursing excellence through its Accreditation Program and Magnet Recognition Program. This is a world-wide certification demonstrating that ANCC meets the highest standards of quality. With this certification, the healthcare community can be confident that ANCC will continue to provide the high quality services they have come to expect well into the future."

The International Organization for Standardization (ISO) is a global network that identifies international standards required by business, government, and society; develops the standards in partnership with sectors that will put them to use; adopts them by transparent procedures based on national input; and delivers them to be implemented worldwide. These standards specify the requirements for state-of-the-art products, services, processes, materials, and systems, and for good conformity assessment, managerial and organizational practice. (*ISO in brief: International Standards for a sustainable world*)

ISO 9001:2000 certification requires documented processes, clear-cut responsibilities, ongoing training, internal checks for compliance and continual improvement. It is intended to tell customers that the certificate holder has a system in place to deliver consistent services and that it conducts periodic internal audits of its system to assure its key processes are functioning as intended. As well, it validates that there is a system for preventive and corrective action with an eye toward improving the overall management system.

ANCC has spent more than two years examining its processes and procedures and documenting them in accordance with the ISO 9001 standards. Executive Director Jeanne Floyd, PhD, RN, CAE, says "The exercise of preparing for ISO 9001:2000 certification was worthwhile in itself, much in the same way that healthcare organizations report that preparing for ANCC Magnet Recognition® is an invaluable process. We believe that our decision to become ISO 9001:2000 certified is a proactive demonstration of our commitment to providing quality services. We are extremely happy about the successful certification."

ANCC's certification audit report highlights "excellent provision of obtaining and using customer feedback (complaints, peer review, etc.) for continual improvement in both the Magnet Recognition Program and Accreditation Program." ANCC achieved the ISO 9001:2000 certification from Intertek. ANCC's ISO 9001:2000 certification is granted for three years, pending yearly surveillance audits.

MORE

About ISO:

ISO is the world's largest standards developing organization. ISO is a network of the national standards institutes of 157 countries, one member per country, with a Central Secretariat in Geneva, Switzerland, that coordinates the system. ISO is a non-governmental organization that forms a bridge between the public and private sectors. Between 1947 and the present day, ISO has published more than 16,500 International Standards, ranging from standards for activities such as agriculture and construction, through mechanical engineering, to medical devices, to the newest information technology developments.

About Intertek:

Intertek is a leading international provider of quality and safety services to a wide range of global and local industries. Partnership with Intertek brings increased value to customers' products and processes, ultimately supporting their success in the global marketplace. Intertek has the experience, expertise, resources and global reach to support its customers through its extensive network of laboratories and offices, and over 20,000 people in more than 100 countries around the world.

The Systems Certification business unit of Intertek provides management systems audit and registration services to a variety of internationally-recognized standards. These services provide global market access to customers by providing evidence that their management systems are effective and continuously improving. Visit www.intertek-sc.com for further information or to contact your local Intertek office.

About ANCC:

The American Nurses Credentialing Center (ANCC), a subsidiary of the American Nurses Association (ANA), provides individuals and organizations throughout the nursing profession with the resources they need to achieve practice excellence. ANCC's internationally renowned credentialing programs certify nurses in specialty practice areas; recognize healthcare organizations for promoting safe, healthy work environments through the Magnet Recognition Program® and the Pathway to Excellence Program™; and accredit providers of continuing nursing education. In addition, ANCC provides leading-edge information and education services and products to support its core credentialing programs. www.nursecredentialing.org

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