



## Company News

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### **J.E. Berkowitz Achieves Renewal of ISO 9001-2000 Certification for Plant**

For Immediate Release

PEDRICKTOWN, NEW JERSEY – On January 25, 2008, J.E. Berkowitz, L.P. (JEB) of Pedricktown, New Jersey achieved a renewal of their ISO 9001-2000 certification, as audited by KEMA Registered Quality, Inc. of Chalfont, PA, for their standards of quality in architectural glass products and processes to fabricate and distribute flat glass products to commercial markets.

According to JEB, KEMA performs renewal audits every three years for recertification. They review internal audit reports, corrective actions taken, customer satisfaction processes, continual improvement processes, management involvement requirements and process audits throughout the plant.

This March will mark the ninth year that JEB has had an ISO program in place. “The original ISO certification (ISO 9002-1994) was achieved on March 10, 1999 at our Westville, New Jersey facility after an 18-month participation in a Gloucester County consortium,” says George Smith, company project manager at JEB. Smith says there have been additional surveillance audits by KEMA every six months, an upgrade audit in February 2003 to the current ISO 9001-2000 certification and an initial audit of the new Pedricktown facility in August 2007 since the inception of the original program. To help JEB maintain their certification, they conduct monthly meetings with senior management to discuss ISO issues. In addition, they also make customer satisfaction calls and conduct customer forums twice a year to receive suggestions on how they can improve service.

“Our commitment to the ISO program and its continuing process improvements bring significant value to our glazing customers and the end user by having the assurance from office personnel, to plant operators, to drivers, that each person is well versed in our procedures, quality standards and quantifications/diagnostics to produce better overall quality products and value-added services,” says Arthur Berkowitz, president and CEO at JEB.

#### **About JEB**

With over 88 years of experience, J.E. Berkowitz is a premier, independent, architectural glass fabricator of insulating glass, tempered glass, laminated glass, spandrel, silk-screened glass, heat soaked glass, all glass entrances and point-supported glass wall and canopy systems.

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