

Oakland Drain Office Secures Continued ISO Designation

November 8, 2006

The Oakland County Drain Commissioner's Office (OCDC) was recommended for continued registration of its ISO 9000 Quality Management System.

Auditors from the National Sanitation Foundation – International Strategic Registrations (NSF-ISR) conducted audits over a 4-day period in October to verify OCDC's commitment to quality and conformity with the ISO 9001:2000 standard. The audit also included a review of OCDC's ISO 14000 Environmental Management System.

Drain Commissioner John P. McCulloch explained that the standards that have earned the ISO 9000 and ISO 14000 families a worldwide reputation are known as "generic management system standards."

"That means that the same standards can be applied to any organization, large or small, whatever its product," he said. "Outside audits of our environmental and quality management systems are intended to provide objective evidence of the management system's conformance to known standards."

McCulloch said that regular audits occur on an annual basis, with re-registration occurring every three years. A re-registration audit of the environmental management system will occur in November 2007.

"I'm extremely proud of the demonstrated level of commitment my staff has shown to this process," McCulloch said.

"Ours is a service organization," McCulloch said. "Everyone here understands that customer service is our top priority. In that regard, we measure our success by our customer satisfaction. These audits indicated that our commitment is well placed."