

## Perry Johnson Registrar's **QUALITY POLICY STATEMENT**

Through a strategy of continuous improvement and teamwork, and in accordance with the requirements set forth by the international standards organizations, Perry Johnson Registrars, Inc. is dedicated to differentiating itself as an effective provider of certification services, as well as ensuring that we create value for our customers, industry stakeholders, and employees.

The foundation for achieving our objective is based upon our commitment to provide our clients with the highest level of service to assist with their success in the global marketplace.

PJR understands the importance of impartiality in carrying out its management system certification activities, manages conflict of interest, and ensures the objectivity of its management certification activities. PJR further supports a policy of public access and disclosure of information regarding its certification processes and status of certified organizations, and is responsive to complaints about its activities and the activities of its certified clients.

The entire PJR team adheres to the spirit of this quality policy as well as the directives of the Quality Manual and its subordinate documents.

**Terry Boboige**  
*President*



## PJR Worldwide Offices

### United States:

Troy, MI: World HQ  
Chicago, IL  
Dallas, TX  
Los Angeles, CA

### International:

Fukuoka, Japan  
Hiroshima, Japan  
Nagoya, Japan  
Osaka, Japan  
Sapporo, Japan  
Sendai, Japan  
Tokyo, Japan  
Monterrey, Mexico  
Caserta, Italy  
Bangkok, Thailand  
Bangalore, India  
Hyderabad, India  
Toronto, Canada  
Shanghai, China  
Milton Keynes, United Kingdom



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THE WORLDWIDE NAME FOR QUALITY

## ISO 20000

A Standard for IT Service Management Systems



*Your partner in  
ISO 20000 certification*



## What is ISO 20000?

ISO 20000 is the first ever international standard for IT service management. Its main focus is continual improvement of IT services. The standard works by setting benchmarks for companies based on evidence. Achieving these benchmarks proves that a company is capable of consistent excellence. The requirements include the design, transition, delivery and improvement of services. Achievement ISO 20000 certification shows an organizations dedication to an advanced IT Service Management approach.

### Who can use ISO 20000 Certification?

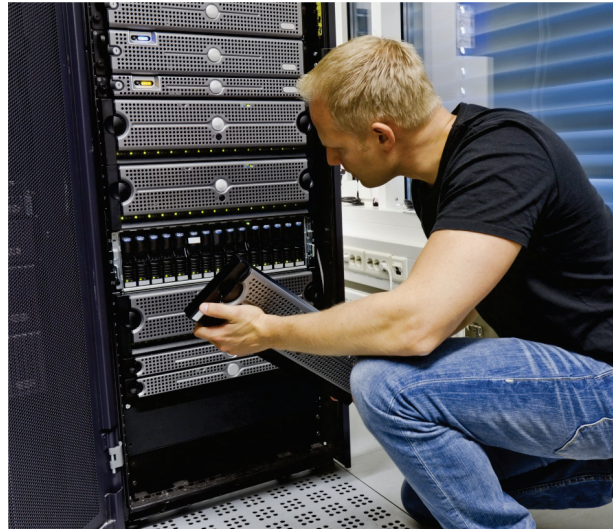
- Organizations seeking services from service providers and requiring assurance that their service requirements will be fulfilled.
- Organizations that require a consistent approach by all its service providers, including those in a supply chain.
- Service providers which intend to demonstrate their capability for the design, transition, delivery and improvement of services.
- Service providers who monitor, measure and review its service management processes and services.
- Any IT service organization that wishes to demonstrate an advanced IT service management approach.



## Benefits to ISO 20000 Certification

Becoming an ISO 20000 certified organization provides some clear benefits, including:

- Enhanced Credibility - Inspire customer confidence through continual improvement of IT services.
- Competitive Advantage – Allowing access to markets that may require ISO 20000 compliance.
- Decrease in long term risk.



## Transition to ISO 20000:2018

Released in September 2018, the newest revision of ISO 20000 introduces such things as: a new high-level document structure in line with standards like ISO 9001 and 27001, new terms and definitions, some easing of details to allow more requirement fulfillment flexibility, explicit requirements for establishment, implementation, maintenance, and improvement of service management systems, etc. Certifications and re-certifications to ISO 20000:2011 will continue until March 31, 2020 – after which all of those must be to the new standard.

## PJR, Your Certification Partner

PJR knows certification. For more than two decades, we have provided certification services across many standards and across the globe. Here in the US, PJR was the #1 reporting Certification Body in North America in 2015.

While our range of certification services is diverse and our global footprint is wide, we're proud of our client-centered customer service.

- Our dedicated Project Managers welcome the opportunity to answer all of your questions as they provide you with a customized certification service plan and pricing – all free of charge.
- Once you select us as your certification partner, we continue to make the experience easier for you by providing a single point of contact for scheduling and any customer service concerns throughout the certification process.
- We offer our client-base free seminars, webinars, in-person training, and informational newsletters on a variety of topics.



**To receive a proposal  
for your facility contact us at:**

**1-800-800-7910**  
**[www.pjr.com](http://www.pjr.com)**