

FOR IMMEDIATE RELEASE

## The Durham Region Unemployed Help Centre Sets the Standard with ISO 9001:2008

**OSHAWA, ON (September 24, 2012)** – The Durham Region Unemployed Help Centre (DRUHC), for the ninth successive year, has been awarded a certificate of ISO registration. The recognition is the result of agency wide attention to effective organizational capacity resulting in customer service excellence; a steadfast commitment from the Board of Directors, to all levels of staff, drives all of DRUHC’s policies and practices.

An in-depth audit was conducted by an external professional auditor registered under the exacting ISO standard. ISO (International Standards Organization) is an internationally recognized Quality Management System standard designed by a technical committee formed by representatives from several nations and issued by the ISO located in Geneva, Switzerland.

The implementation of standard policies and procedures promotes **consistent customer satisfaction, increased productivity and higher levels of efficiency**. *“When products and services meet our expectations, we tend to take this for granted and be unaware of the role of standards. However, when standards are absent, we soon notice.” – www.ISO.org*

The use of an internationally recognized standard of services also supports the Durham Region Unemployed Help Centre to **improve the customer experience and foster confidence among clients**. When clients of the Durham Region Unemployed Help Centre describe their level of satisfaction with the services offered, they consistently comment on the distinctive service culture within the organization, as well as the high standard of professional services that distinguishes DRUHC.

For the Durham Region Unemployed Help Centre, standards are a means for ensuring consistency in customer service excellence and professionalism. Through the ISO auditing process and a desire to continually build upon services at DRUHC, standards are reviewed to remain relevant in the face of changing circumstances.



*“We do what we say. We prove it. We improve on it.”*

**Hear Maralyn Tassone, Executive Director,  
Speak About Service and ISO 9001:2008**

invest engage success  
Helping People Help Themselves

DURHAM REGION  
UNEMPLOYED HELP CENTRE



### About Durham Region Unemployed Help Centre

The Durham Region Unemployed Help Centre, a non-profit organization established in 1983 with locations in Pickering and Oshawa, is dedicated to assisting unemployed or underemployed individuals meet their employment goals, as well as assisting employers in meeting their hiring needs. DRUHC has an 80% success rate with job seekers; a 98% satisfaction rate with employers; the distinction of being ISO registered since 2004; and is a four time recipient of the Minister’s Award for Excellence. DRUHC is funded by the Ministry of Training Colleges and Universities, Employment Ontario.

#### Contact:

##### Oshawa:

##### **Elsii Faria**

Marketing / Outreach Specialist

##### **Durham Region Unemployed Help Centre**

272 King Street East, Oshawa, ON L1H 1C8

Ph: 905-579-1821 | F: (905) 579-1857

E-mail: [efaria@unemployedhelp.on.ca](mailto:efaria@unemployedhelp.on.ca)

[www.unemployedhelp.on.ca](http://www.unemployedhelp.on.ca)

##### Pickering:

##### **Durham Region Unemployed Help Centre**

Unit 12-1400 Bayly Street, Pickering, ON L1W 3R2

Ph: 905-420-4010 | F: (905) 420-9854

E-mail: [getresults@unemployedhelp.on.ca](mailto:getresults@unemployedhelp.on.ca)

[www.unemployedhelp.on.ca](http://www.unemployedhelp.on.ca)

