



## ISO 9001:2008 certification

ISO certification represents an internationally recognised standard for quality management. This ensures that the highest possible standard is reached at all times.

### National processing centre

The National Processing Centre have received ISO 9001:2008 certification which ensures that each of the 40,000 documents registered each month are processed to the highest possible standard within specified timeframes. The National Processing Centre is accredited by Bureau Veritas.

### Business Service Centre

The Business Service Centre have also received ISO 9001:2008 certification aiming to ensure that each call is answered in the most efficient and accurate way.

The Business Service Centre is audited annually by Verification NZ Limited, an external certifying body. This will ensure that the highest quality service will be maintained.

