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FOR IMMEDIATE RELEASE

### **O.C. TANNER Receives Prestigious ISO 9001:2000 Certification**

SALT LAKE CITY, Dec. 16, 2003 – O.C. Tanner Company (www.octanner.com), a leading employee recognition firm, today announced it has received ISO 9001:2000 certification.

“ISO 9001 certification is a vehicle to show our clients and suppliers how we use the Tanner Improvement System to achieve and maintain consistent world-class quality,” said Kent Murdock, O.C. Tanner president and chief executive officer.

In the international language of quality, ISO certification speaks volumes about the way an organization is run and the quality of the products and services it produces. For O.C. Tanner, ISO 9001:2000 certification is part of a continuing strategic vision to:

- Continuously enhance client satisfaction
- Apply Lean, Six Sigma practices and principles throughout its processes
- Reduce defects and eliminate product and service errors
- Delight every client with outstanding employee recognition programs and awards

O.C. Tanner currently maintains an impressive 99%+ on-time delivery level. “Not only is that delivery level unsurpassed in our industry, it ranks O.C. Tanner among the best manufacturing companies in the world,” Murdock added. “Every year we host visitors from around the globe who come to learn our manufacturing processes and client service methods.”

O.C. Tanner completed the ISO approval process in just five months; while most companies take 12 to 18 months to complete certification.

Alamo Learning Systems, a world-class consulting and training firm serving more than 200 of the Fortune 500, provided consulting assistance to O.C. Tanner.

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O.C. Tanner's auditor and registrar is British Standards Institute (BSI, Inc.), a founding member of ISO and the world's leading international standards, testing, registrations and certification organization. The organization has issued more than 35,500 registrations in more than 90 countries since their beginning in 1901.

"If we hadn't already implemented a world class system, we couldn't have done it so rapidly," said Larry Hamilton, O.C. Tanner's director of quality. "Our clients continue to experience O.C. Tanner's exceptional and improving quality, efficiency and delivery."

**About O.C. Tanner:**

O.C. Tanner provides employee recognition awards to many of the world's leading businesses—including the majority of the *Fortune 100*. O.C. Tanner designs and implements strategic employee recognition solutions that help align employees with their companies' vision and business strategies. In 2002, the leader in corporate recognition created the finest symbols of athletic achievement – the gold, silver and bronze medals for the Salt Lake 2002 Olympic Winter Games. For more information, visit [www.octanner.com](http://www.octanner.com).

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