

# ISO 9001:2000

## CERTIFIED QUALITY



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America

**Choose certainty.  
Add value.**

## Insight Auditing®: Increasing the Quality of our Customers' Processes

Pulizzi Engineering, Inc. is one of the leading manufacturers of AC Power Distribution and Control Products and services for the OEM industry, headquartered in Santa Ana, CA, with sales offices in Sioux Falls, SD. Recipient of the 2004 Frost & Sullivan Award for Customer Service Excellence, [www.frost.com](http://www.frost.com), Pulizzi Engineering has shown great responsiveness to customer needs and continual focus on long- and short-term customer profitability goals, as well as flexibility in tailoring its products to suit customer businesses globally.

### The Situation:

Becoming ISO 9001 Certified In 1987, respected industry representatives from around the globe assisted the International Organization for Standardization (ISO) in developing the ISO 9000 quality assurance series of quality system standards. These standards have been recognized and are in use in over 90 countries including the United Kingdom, the European Community, the U.S., Asia and Australia, and are now the most popular quality standard series in use. Compliance with ISO 9001 demonstrates that you take quality assurance seriously.

### Finding the Right Partner

"At Pulizzi Engineering, clients are the core of our business," stated Mr. Peter Pulizzi, CEO and President. "Choosing TÜV SÜD America as our Registrar was a clear-cut decision because we wanted a partner who

shares a customer-focused philosophy, as well as provides valuable insights on ways to improve our management processes. First of all, TÜV's international reputation for excellence (with offices in more than 40 countries worldwide) was a key factor in our choice of Registrar, since many products Pulizzi manufactures are used internationally. Beyond this global presence and flexibility factored TÜV's commitment to quality, as evidenced by their dedicated assessment team of experts. The knowledgeable auditing team at TÜV SÜD America, and their Insight Auditing® approach was extremely helpful. Rose Wardell, Lead Auditor, TÜV Management Service and Rudy Taron, a Lead Auditor, TÜV Management Service, put us at ease with the audit. We felt as if they became an extension of our own management team with an equal commitment to improve processes to better meet our clients' needs," concluded Mr. Pulizzi.

## TÜV SÜD America Inc.

TÜV®

**CASE STUDY: Pulizzi Engineering, Inc.**



## The TÜV Audit: Increasing the Quality of our Customers' Processes

"Clients rate Pulizzi Engineering's quality as "A" or "A+" repeatedly. They (Pulizzi Engineering) commit to 48-hour delivery of catalog items and have a 95+% on-time delivery rate," commented Rudy Taron. "This commitment to excellence is also visible in their own internal management processes, evidenced by their audit with no nonconformances. All departments including engineering, operations, and sales/marketing along with manufacturing are fully computerized, incorporating some very sophisticated software and management processes. Strong efforts on behalf of Pulizzi's staff went into preparation for this recertification," concluded Rose Wardell.

### The Value:

Since 2003, Pulizzi Engineering has continuously increased market share through its primary distribution channel. Due in strong part to the continual improvement of their own internal management processes, they are likely to continue strengthening their market position.

### The Outcome:

In April 2005, The Management Service division of TÜV SÜD America Inc. re-certified Pulizzi Engineering, Inc. [www.pulizzi.com](http://www.pulizzi.com) to ISO 9001:2000. The scope of the certification is to Engineering and Manufacturing of AC Power Distribution / Control and Remote Power Management Solutions.

### About Pulizzi Engineering:

Pulizzi Engineering, Inc. is one of the leading manufacturers of AC power distribution and control systems worldwide. Headquartered in Santa Ana, CA, it was founded more than 30 years ago with a commitment to quality products and services for the OEM industry.

With the mission to be "better, faster and less expensive than one can produce in-house," it is this continued promise coupled with its cutting-edge technology and dedication to customer service and support capabilities that keeps its clients coming back year after year. Pulizzi Engineering, Inc. has approximately 1,000 standard, modified standard and custom products and agency approvals.

"We believe ISO 9001 is an excellent measurement standard to identify both the strengths and areas for improvement within our Quality Management System (QMS). Selecting TÜV SÜD America as our ISO 9001 Registrar has provided both enormous time- and operating cost-savings."

– Peter Pulizzi,  
CEO and President,  
Pulizzi Engineering, Inc.

### About TÜV SÜD America Inc.

TÜV SÜD America Inc. offers a wide range of services through the globally recognized brand names of TÜV Product Service, Management Service and Industry Service. Headquartered in Peabody, MA, the organization maintains a full-time audit staff in over a dozen locations throughout North America and provides management system certification services to ISO 9001, ISO 14001, AS9100, ISO 13485 and more. TÜV is a leading EU Notified Body for the Medical Devices, Active Implantable Medical Devices and In Vitro Diagnostic Directives. Additional services include CE Marking assistance, mechanical/electrical product safety, electromagnetic compatibility (EMC), NRTL and SCC certification. Globally, TÜV has issued over 190,000 product and 30,000 quality management system certifications.

## TÜV SÜD America Inc.

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