

Hayes' Quality Systems for Forestry & Engineering First in World to meet ISO Standards.

Duncan, BC – Hayes has again been recognized for its standards of quality and performance with another ISO registration. The Forestry & Engineering Department at Hayes has just received confirmation from auditors Deloitte Touche that its Quality Management System meets ISO 9001:2000 standards.

In fact, Hayes Forestry & Engineering is the first of its kind in the world to achieve ISO 9001:2000 certification.

"We've been applying rigorous quality standards for years," says Donald P. Hayes, President of Hayes. "This ISO 9001:2000 certificate simply formalizes our procedures and confirms the best practices we've been striving to achieve. It was a pleasant surprise to find out that we were the first forestry and engineering group to achieve this internationally recognized ISO designation."

More than 500,000 organizations in over 60 countries around the world are implementing ISO 9001:2000, which provides a framework for quality management throughout the process of producing and delivering products and services for the customer.

The ISO 9001:2000 certification is typically applied to manufacturing processes; its application to Hayes' Forestry & Engineering operations is unique. Proactive analysis and regular audits will guide the continuous improvement of the Forestry and Engineering Department's people, processes and systems.

"Conforming to ISO 9001:2000 Quality Management Standards improves operational efficiencies, increases customer satisfaction and reinforces environmental compliance," says Henry Sirkia, Vice-President, Forestry & Engineering. "In turn our competitiveness is enhanced and our supplier relationships are strengthened."

Hayes Forestry and Engineering's ISO 9001:2000 certification provides Hayes professionals with systematic support in light of BC's new Forest and Range Practices Act which emphasizes professional reliance and accountability.

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In 2004, Hayes received ISO 9001:2000 re-certification for its Helicopter Component and Airframe Overhaul and Heavy Equipment Repair and Overhaul Facilities. Hayes has also achieved ISO 14001:1996 certification for its Environmental Management Systems. Hayes was amongst the first forest services providers in BC to obtain these ISO certificates.

Recognized in 2004 for the fourth consecutive year as one of "Canada's 50 Best Managed Companies", Hayes is the leading forest services provider in British Columbia. With the broadest service offering in the industry, Hayes has been known for innovation and integrity since 1922. Based in Duncan, British Columbia, Hayes continues to be privately held by the Hayes family.

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www.iso.org