



AGE CONCERN KINGSTON UPON THAMES ACHIEVES CERTIFICATION TO THE COVETED ISO 9001 QUALITY STANDARD

Age Concern Kingston upon Thames has successfully achieved registration to the internationally recognised internal quality management standard ISO 9001:2000 (ISO 9000).

This independent assessment was conducted by the British Accreditation Bureau, the UK's leading Certification Body and demonstrates Age Concern Kingston's commitment to customer service and quality. Age Concern Kingston has now earned the right to display the coveted British Accreditation Bureau 'Quality Shield' and ISO 9000 logo to demonstrate its conformity to the standard.

ISO 9001:2000 was introduced in December 2000 and is recognised worldwide. It requires organisations to demonstrate that they have a quality management system to ensure consistency and continuous improvement; leading to higher levels of performance and customer satisfaction.

Age Concern Kingston's Chief Executive, Shane Brennan, said, "We are particularly pleased to have achieved ISO 9000 certification as it underlines our commitment to providing quality services and activities which directly benefit both individuals and communities. This recognition demonstrates the importance we place on sound 'back office' activities in supporting the delivery of services which provide both quality and value for money."

Age Concern Kingston upon Thames is the largest third sector organisation in the borough. It provides a range of services and activities, including Advocacy and Advice, active living centres and a new Comic Relief funded 'Home Buddy' project working with people in residential care homes. ACKuT is also the largest voluntary sector group working with children locally, work which last year won it the prestigious Queen's Award for Voluntary Service in the Community.