

FOR IMMEDIATE RELEASE

### **HARRASSOWITZ Successfully Passes Annual Review for ISO 9001:2008 Certificate**

**April 5, 2011, Wiesbaden, Germany** – HARRASSOWITZ, international booksellers and subscription agents, is pleased to announce that it has successfully passed the annual audit for the ISO 9001:2008 certificate. This latest certificate will be good through December 2013 and once again acknowledges HARRASSOWITZ's continued efforts to improve management and system processes involving the provision of electronic and print resources to academic and research libraries.

This renewed certification is testament to HARRASSOWITZ's longstanding goal to not only meet but exceed customer expectations by

- filling orders expeditiously and accurately
- answering customer inquiries promptly and comprehensively
- reacting flexibly to the needs of our customers and the changing requirements of the market

In order to ensure that these goals are met, HARRASSOWITZ in 2006 established a Quality Management (QM) committee with the motto "Qualität beginnt in den Köpfen" ("quality is a mindset"). This QM committee consists of members of the Management Board and is responsible for setting and enforcing internal and external quality goals in such areas as order fulfillment, IT development, overall customer service etc. All departments have been instrumental in defining standards for their respective areas, ensuring that results are based on daily workflows.

HARRASSOWITZ has established and implemented a Quality Management System that focuses on training, process transparency and measurement against established quality goals. Results are evaluated by the QM committee on a regular basis as a part of HARRASSOWITZ's QM Review Plan, in order to monitor improvements and foster progress.

In recent years, the QM Committee has ensured that the review also includes the provision of e-resources such as e-journal subscriptions, databases, and e-books, demonstrating HARRASSOWITZ's adaptability to the changing requirements of the market and its willingness to commit to an ongoing learning process.

According to Dr. Knut Dorn, Senior Managing Partner and member of the QM Committee, "HARRASSOWITZ is gratified to have been certified again by the ISO organization. The certificate is evidence that our customers can rely on the services we offer, knowing that HARRASSOWITZ constantly strives to not only attain but maintain the highest quality in every area of its operation."

For questions concerning HARRASSOWITZ's Quality Management programs, please contact [service@harrassowitz.de](mailto:service@harrassowitz.de).

To view the most recent ISO certificate, please click below

English

[http://www.harrassowitz.de/documents/CERTIFICATE32679\\_2010.pdf](http://www.harrassowitz.de/documents/CERTIFICATE32679_2010.pdf)

German

[http://www.harrassowitz.de/documents/ZERTIFIKAT32679\\_2010.pdf](http://www.harrassowitz.de/documents/ZERTIFIKAT32679_2010.pdf)

French

[http://www.harrassowitz.de/documents/CERTIFICAT32679\\_2010.pdf](http://www.harrassowitz.de/documents/CERTIFICAT32679_2010.pdf)

**About the [ISO 9001:2008](#)**

[ISO 9001:2008](#) is the internationally recognized quality management system framework that enables companies to consistently meet customer expectations and achieve customer satisfaction. HARRASSOWITZ's latest certification is the result of an intensive review conducted by the independent certification body of [TÜV Süd](#), which performs evaluations of quality management systems for companies worldwide.

**About HARRASSOWITZ**

Established in 1872, HARRASSOWITZ is a global full-service subscription agent and bookseller headquartered in Wiesbaden, Germany, specializing in the distribution of e-content, periodicals, books, and music scores to academic and research libraries.

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