

FOR IMMEDIATE RELEASE

HARRASSOWITZ Receives ISO 9001: 2008 Certification

Latest Award Affirms HARRASSOWITZ's Ongoing Commitment to Quality Performance and Customer Service Excellence

March 16, 2010, Wiesbaden, Germany – HARRASSOWITZ, international booksellers and subscription agents, is pleased to announce that it has recently been awarded a new ISO 9001: 2008 certification. This latest award, which follows the company's earlier ISO 9001: 2000 certification in 2007, recognizes HARRASSOWITZ's continued efforts to improve management and system processes involving the provision of electronic and print resources to academic and research libraries.

[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.

The audit report, dated December 16, 2009, emphasizes the clear and comprehensive documentation of HARRASSOWITZ procedures as well as the efficiency of the workflows within the overall organization. It specifically mentions the effectiveness of internal communication and the high degree of motivation on the part of the HARRASSOWITZ staff and their high level of performance. HARRASSOWITZ also receives top marks on its infrastructure and working environment.

"HARRASSOWITZ is pleased that its management processes have received ISO 9001: 2008 certification," notes Knut Dorn, Managing Partner and Director of Sales. "The high degree of customer satisfaction was considered an important factor in the evaluation that led to the certification. While the compliments of our library customers on our service and performance have always served as a tremendous encouragement to our company, it is rewarding to see our management system is once again certified according to the latest criteria of a highly regarded international standards agency, particularly since it was, among other functions, our management of electronic library resources that was under scrutiny and passed the marks with flying colors."

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About HARRASSOWITZ

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

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