



FOR IMMEDIATE RELEASE
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SOUTH RIVER RESTORATION ACHIEVES ISO 9001 : 2008 CERTIFICATION

UPPER MARLBORO, Maryland; September 2011, South River Restoration, a nationally recognized top ranking insurance mitigation and reconstruction firm, is proud to announce that it has achieved ISO 9001: 2008 Certification accreditation. The ISO 9000 family of standards relate to quality management systems and are designed to help organizations ensure they meet the needs of customers and other stakeholders. As a result of their efforts, South River has obtained a certification that highlights their existing quality management system which clearly outlines their systematic processes and procedures for insuring the efficiency of business.

In order to obtain an ISO 9001 : 2008 Certification, the applying organization is assessed by an independent third party which conducts an extensive examination of all of its functions, products, services and processes. In order to be registered to the standard, external and internal audits must be performed to verify that the system is working as it is supposed to, as well as to find out where it can improve or correct problems identified.



South River Restoration is relied upon by such clients as top insurance carriers, local and national property management firms, contractors and business owners who expect excellent service. As Justin Terry, Director of Quality Assurance commented, "Utilizing the ISO Certification process provided the forum in which South River Restoration demonstrated our commitment to providing excellent quality to our clients as well as reflecting our dedication to changing the standards of excellence for our industry."

At this time, South River Restoration is one of a handful of insurance restoration companies in the United States to obtain an ISO 9001 : 2008 Certification. Their decision to obtain this certificate will impact every aspect of the production and completion of all restoration projects. ISO ensures that South River's customer service exceeds their customers' expectations. The vision of South River Restoration is to be recognized in the industry as the standard against which others are measured. By documenting standard operating procedures and quality guidelines, as well as officially recording their performance in maintaining quality objectives, the ISO 9001 : 2008 Certification provides structure and proof that South River Restoration is dedicated to, "Giving Back What Disaster Took."

About South River Restoration

Since South River Restoration's founding in 1998, it has grown and evolved into one of the country's most specialized disaster recovery specialists. South River Restoration is a one-stop resource for any disaster, from small floods and sewage backups to complete reconstruction due to fires, hurricanes and more. Our team guides clients through the process from start to finish. We give back what disaster took so that our customers can get back to business.

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