

newsletter



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■ Communication first

In the past six years our company has seen several changes. Since this year we would like to provide you regularly with our auditors' experiences and up-to-date news from the world of certification.

We wish you nice and peaceful spring!

URS Certification Team

■ We are introducing Electronic Reporting

Every certification company and its auditors follow the rules and documentation approved by the accreditation organization to be used during certification audits.

Our company devoted a lot of time to printing, handover, use, archiving and control of the documentation. Our aim was to make the audit procedure efficient and simple for all the parties.

Our clients will no longer see the auditors printing piles of paper. Instead, the reports and documentation will be prepared using tablets and sent in electronic form to clients and the certification body's headquarters.

In the second half of March, thanks to modern technological advancements, URS fluently introduced *Electronic Reporting* across its all branches worldwide.

■ 2012 Annual Conference

Every year we meet our colleagues from all around the world at the annual conference, which this time took place in Istanbul.

The program was focused on our new corporate design, transfer to electronic reporting, new norms and presentation of business results for the year 2012.

The director of URS Russia Dmitry Semibratov presented his achievements and, in the second day of the conference, introduced a special guest, his new client Alexey Lemeshko, Head of Quality in Mercedes-Benz Trucks Vostok.



Requirements on quality and safety of products and services are a major issue in Russia. As a certification authority we were very keen to receive a feedback from our client, who had successfully completed the certification process and is able to describe in detail the results and benefits of the certification and how it changed his work patterns. We are proud to have become a part of the Mercedes-Benz Trucks Vostok company's transformation process, which turned it into an even more reliable partner and supplier.



■ New URS design

The way how to change matters and simplify client's work with obtained certificates and logos has been an important issue for a long time.

We have thoroughly changed our corporate design and at the same time prepared some news for our clients. One of them is a so called *CERTbook*, issued to every client with the certificate. *CERTbook* explains how to work with the certification logos and where the client can inform his customers about the certification and get advantage over his competitors.

In the course of the year we will gradually introduce all the changes resulting from the implementation of our corporate design which, we believe, will add transparency to any communication between the certification body and the client or partners.

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