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IMPERIAL GRAPHICS OBTAINS ISO CERTIFICATION FOR TRANSLATION SERVICES

GRAND RAPIDS, MICHIGAN (Oct. 18, 2011) – Imperial Graphics announced this week that it recently earned ISO 9001:2008 certification as a translation provider—a designation reserved only for companies meeting the highest global standards in customer service.

Established by the International Organization for Standardization (ISO), certification is a rigorous process that involves meticulous third-party assessment of company processes and procedures, including quality control, record keeping and client communication. It typically takes more than a year to complete; however, Imperial advanced through the process and passed the audits within five months.

“I think this speaks to the caliber of the team we have in place,” commented Steve Swanson, Imperial’s president and COO. “Their experience and attention to detail have created a second-to-none process that even ISO auditors were notably impressed by.”

Imperial’s translation project management staff adds the ISO certification to an already impressive resume, which boasts an active network of more than 300 in-country, credentialed linguists, and the ability to translate into more than 100 languages and dialects. “It demonstrates that we have a comprehensive quality management system in place to ensure great products and services, and a high level of customer satisfaction,” stated Scott VanTil, Manager of Design and Translation Services at Imperial. “Imperial is already distinguished as one of the largest translation providers in Michigan, and this continues to set us apart from our competitors.”

As one of Imperial’s rapidly growing business segments, the investment in ISO certification for translation services was a natural next step for the company. Swanson noted: “We knew that we were already in an excellent position with the systems and quality assurance procedures we had in place. We wanted to further demonstrate to our customers our commitment to excellence in this area, and set a firm foundation for future growth.”

About Imperial

Since 1945, Imperial has been an innovative and trusted resource in West Michigan and beyond for commercial print services. Imperial offers a unique solution set including graphic design, translation, print production, and fulfillment services. Its global footprint includes print production and fulfillment operations in the United States and Europe. Imperial’s highly trained logistics staff executes more than 50,000 shipments annually to over 90 countries. For more information about Imperial, visit www.impgrpahics.com or call 800.777.2591.

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