

PBMS SWEEPS THE BOARD WITH COMPANYWIDE ISO 9001 ACCREDITATION

Submitted by: éclat Marketing

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April 18th 2002: Pitney Bowes Management Services has today announced that it has been awarded the ISO 9001 registration for the design and implementation of all its FM services following an assessment by the British Standards Institute. Having achieved 100% accreditation for FM Services, which covers all the operations PBMS carries out for its customers, PBMS remains the leading provider of integrated mail and document management solutions.

Ashley Bailey, Managing Director of PBMS, said: "We are delighted at the achievement by everyone on the PBMS team. In 1995 we were the first FM Services provider to receive ISO 9001 registration. Since the acquisition of Danka Services International in July 2001 we have worked to improve our services so that we continue to operate first class processes. This accreditation for our entire approach to FM services illustrates our dedication to quality in people, process and technology."

Sharareh Vajdi of the British Standards Institute commented: "To achieve the ISO 9001 Standard requires good team effort. Each member of the team has used the PBMS quality tools to advantage and made improvements to processes, and I am particularly impressed with the excellent communications and staff initiatives."

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About PBMS

Pitney Bowes Management Services (PBMS) is the Facilities Management division of Pitney Bowes, the billion global provider of integrated mail and document management solutions. PBMS offers expert management of Office Services for many of the world's leading organisations. Its services cover all aspects of the Document Life-Cycle, including Graphic Design, Reprographics & Printing, Mailing, Scanning, and Document Storage & Management. PBMS has an independent policy to select "best in class" products to match the needs of clients. Providing a consultancy style approach to problem solving, PBMS applies its dedicated service specialists to examine a client's operation, and provides operational

personnel to manage the complete implementation of products, people and process.

