



Happy New Year! I wish you all a happy, healthy and prosperous 2019!
As we get ready to kick off 2019, I want to thank you all for your great work in 2018. It certainly was a challenging year!

Some of our notable accomplishments in 2018:

- Only 6 clients out of our 941 clients didn't make the transition deadline due to their internal issues, but all were upgraded shortly afterward.
- Our scheduling process has greatly improved in 2018 as we are now scheduling surveillance and recertification audits 6 months out and beyond. Our capacity management and forecasting have also improved as a result.
- RMS enhancements continue to improve functionality and efficiency for all users. We have a significant work flow improvement to be launched in late February or March to save even more time for auditors and staff.

- Our Operation Manual has been almost completely re-written to better align with the changes to the standards, RMS, OASIS, and ISO 17021, and AS9104. We have also been able to reduce the number of procedures from 52 to 27. Many forms have also been obsoleted along the way.
 - We developed a new auditor recruiting and on-boarding process to improve the process and tracking progress of all new auditors. A total of 13 new auditors were recruited!
 - We launched an auditor scorecard to help support the new requirements of ISO 17021 and to provide valuable feedback to our auditors.
 - A new complaint and corrective action system (PRISM) was purchased and implemented to help us be more disciplined and timely in our actions.
 - On November 28, PRI completed the acquisition of Great Western Registrar (341 clients) and have already on-boarded (23) new auditors.
 - We met our budget and minimized client loss (4.5% against target of 5%)
- Because of these accomplishments and others, we are in a strong position going into 2019 to meet our customer's (and other interested parties) expectations. Our operation foundation has greatly improved and we continue to seek ways to strengthen our system. All of these accomplishments do not happen on their own. It takes a great team of individuals (you!) who are passionate about the service we deliver and who provide input to make every part of our service even better. Thank you all again for your great work in 2018 and I look forward to our accomplishments in 2019!



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