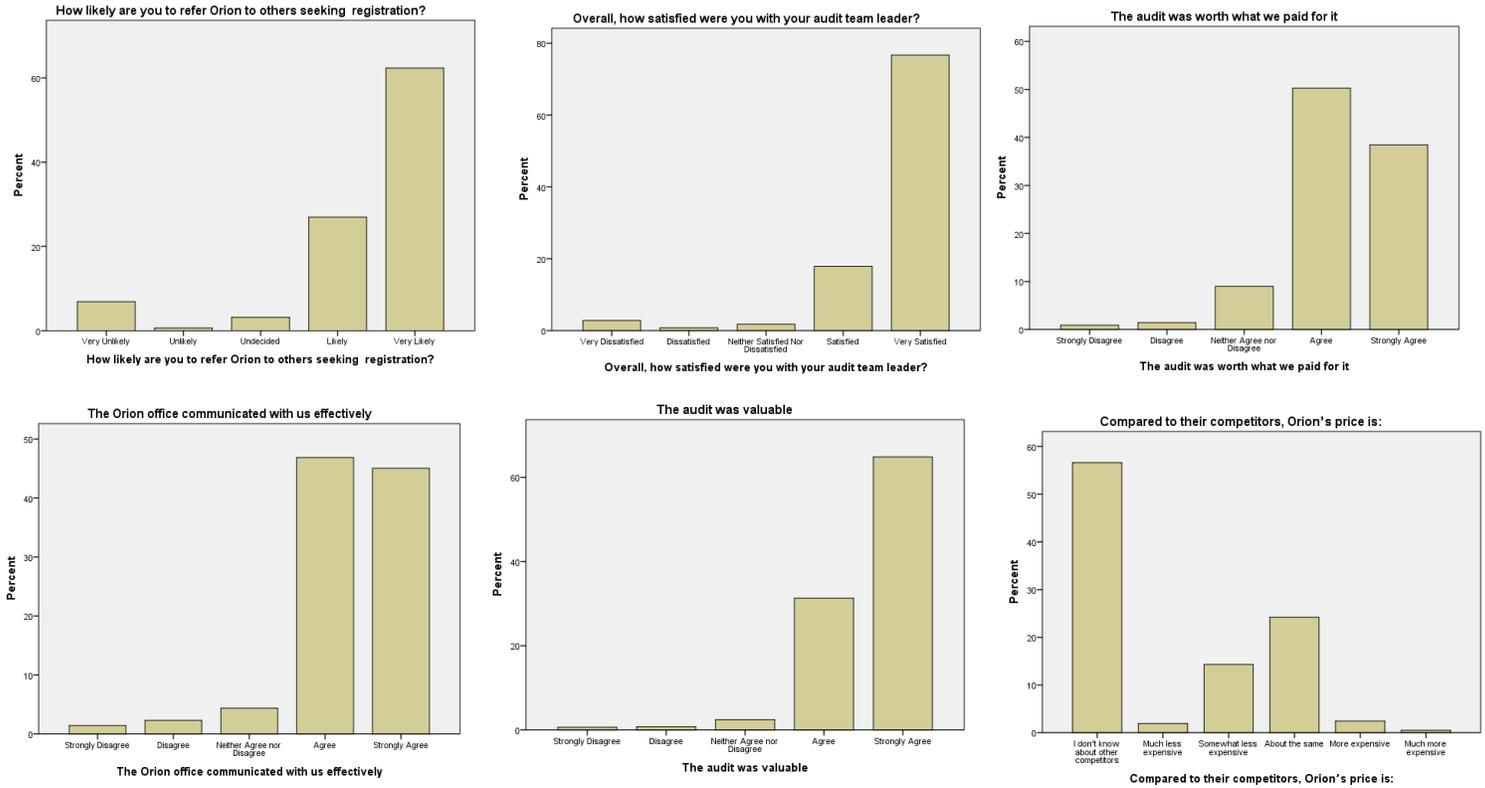


Orion Registrar Customer Satisfaction Survey • Jan 2015-March 2016

Orion conducts an Independent, Confidential Customer Satisfaction Survey after each audit. See a sampling of confidential testimonials below:



“I have been through certification processes in other companies over the last 15 years, but our auditor was the best audit leader I have ever worked with. Not only was she thorough and completely masterful in what she knows, she was very quickly able to transfer her knowledge in ISO and engineering to understand our business, which made the process very smooth. Very impressive!”

“In my 16 year tenure, working with Orion's auditors has been a real pleasure. I appreciate the professionalism exhibited by the auditors. Continuous improvement is helped by fair assessments.”

“Our auditor is a very good auditor, I'm glad to have him. He shows professionalism, and experience. He is willing to explain things better than just the normal ISO language.”

“I do like the personal and professional service everyone at Orion has showed.”

“Thank you for helping us improve our company and to be more competitive in today's tight market place.”

“Orion did great. Communication was clear and concise. The audit was fair and professional. I could not ask for more.”

“Orion is very helpful when it comes to any questions regarding the audit process, both during and outside of the audit.”

“Please continue to perform well and maintain the excellent staff. Great, informative and professional auditors.”

“This audit was a transfer audit and our first experience with Orion. We were very pleased with the audit team and their professionalism. Our auditor was always very professional and represented your company in a positive manner. He was very efficient with his time and was an excellent auditor.”

“ I appreciate all of your efforts. With regard to price, I think Orion is competitive, but I am more concerned to get a quality audit that will stand up to scrutiny by both our customers and your auditors. I get the quality audit from Orion and can't complain about the price.”

“We are part of a national network of electronics recycling social enterprises. Several of these network members have worked with Orion for their R2 and/or e-Stewards certifications. I would love to see if there might be a way to make Orion the preferred vendor for certification on behalf of the network.”

“We appreciate the service provided and we always look forward to working together. Happy with the focus and insight provided by Orion when it comes to meeting Standard requirements. Thanks!”

“Our auditor is a great lead auditor. His audit practices encourage us to continue using Orion and remain ISO registered. We are not required to have ISO registration and therefore use ISO to continually improve. It is the difference between compliance and actually using the standard to exceed customer expectations.”

“The audit team leader was very knowledgeable and helpful. He provided suggestions to strengthen areas that we were looking to work to improve.”

“We look forward to our next audit.”

“Todo estuvo muy bien. Translation: All was very good.”

“We believe that our auditor is tough but fair and now that e-Stewards and R2 have announced that they may observe some audits, we have a lot more confidence should that happen to us. Our downstream partner is very concerned because in comparison to our audit they believe their auditor missed paying attention to some key provisions. Our auditor doesn't seem to miss much at all!”

“Our auditor is an excellent audit team leader. He is fair in his judgment and assessment of our business practices and procedures, and making sure that we conform to the standard. We look forward to his visit next year.”

“Auditor was amazing. Made me open eyes a bit more and also seen his views on certain ideas that i wouldn't even consider. He gave me great ideas that I will be implementing with my management team. Overall great experience ! Thanks Orion for your service and knowledge.”

“Orion was just as expected and even more. Thank you guys very much !”

“Orion has been responsive to our needs and good to work with. I can't think of anything that really needs to be changed.”

“We truly enjoyed working with our auditor. He offered valuable, insightful, and fair observations of our processes. Many of our employees commented how relaxed they felt during their audit time with him, and have asked to have him back!”

“Thank you for being flexible with the replacement of our management representative, it was a very stressful situation for us, and you guys were very helpful, and very prompt with answering questions for us.”

“We have no complaints about Orion, we are satisfied with their professionalism and personnel.”

“I have been through a number of different types of audits and never had an auditor that handled people on the shop floor better than ours. He was very detailed but people at ease.”

“We enjoy working with our auditor, she is fair and helps us understand the requirements of the standard so we make good decisions in our internal processes.”

“Our Auditor is amazing yet fair.”

“Orion did a wonderful job. One thing we believe would benefit the standards as a whole and the companies that are certified is if all auditors were as knowledgeable, precise, attentive and structured as our auditor . An auditor who is lax, casual and indifferent when conducting an audit, not only provides a disservice to the company being audited but cripples the standards.”

“It was a much more pleasant experience than what I was looking forward to. The Lead Auditor made the difference.”

“Our auditor was informative, and willing to explain everything as we went.”

“Everything was perfect!”

“Orion sent us a new auditor who totally changed the experience. We all feel positive about the QMS and how it is helping our business and allows us to improve.”

“Our auditor is extremely knowledgeable and a pleasure to work with. He takes to time to explain findings and does not get hung up on the small stuff. His focus is on value add for our company.

“It was a pleasure working with Orion. We have experience with other registrars with former employers. Orion was the best we have ever worked with.”

“You guys are amazing.”

“The input from the auditor is excellent. His experience with ISO 9001, and communication, has been very beneficial to our continual improvement.”

“Our auditor was amazing and so was the rest of the team. Very pleased!”

“Very professional!”

“We love our Auditor, the non-conformities teaches us.”

“Both auditors were professional, thorough, and well prepared.”

“The key to our excellent experience is an auditor, like ours, who understands our business and how we use ISO to continually improve our processes. He doesn't pick at and frustrate our managers and system as other auditors have done in the past.”

“Keep up the good work.”

“The lead auditor was very helpful in explaining any questions I had. His vast experience and knowledge is appreciated. He was both courteous and professional.”

“Our auditor was awesome and took time to explain the whys and hows of areas of interest to us.”

“Positive: • Accommodating an aggressive schedule. (Although they should have been more proactive getting this scheduled earlier) • Auditors were prepared, prompt and courteous to all employees. • Auditors offered guidance and support for correcting non-conformances.”

“Very efficient, easy to work with.”

“Our company is pleased with the service we receive from Orion.”

“Our auditor was very pleasant to work with and quick to respond to any inquiries. His professionalism and experience was appreciated during the audit application and certification approval process.”

“Thank you for providing a courteous professional auditor. She was a pleasure to work with.”

“The auditor is an effective communicator and very knowledgeable of the ISO 9001 requirements. This has aided our commitment of continuous improvement. Our management team extends our appreciation to both Orion and our auditor for their expertise in ISO 9001. Thank you.”

“Everything was done very professionally.”

“I have always enjoyed working with the Orion staff and the auditors. The staff is very responsive to any inquiries and the auditors are very knowledgeable and provide excellent feedback during the audits.”

“Our audit team was professional, pleasant, and very knowledgeable about our business and the ISO model. They identified value-added areas for improvement.”

“Our auditor is awesome. He understands our processes and his audits have helped to improve our management system.”

“Everything that Orion does is great - I would not change anything...”

“Nothing I can think of - this first experience with Orion was very pleasant and I was impressed with our auditor and the collaborative approach used. Thorough, tough, but also interested in hearing about my 30 year experience in the finished medical device world. I look forward to our next audit!”

“Is wonderful to work with true professionals who have such great depth of knowledge and expertise.”

“I felt that the team leader was very informative, if there were things I had questions on he was willing to go through them with me.

“Managing three FORTUNE 500 organizations, I have had experience with many different registration organizations. I have experienced audits for the first time to be certified, audits by customer contracted auditors, and an audit by Orion. I state without reservation that this was the most valuable audit experience I have ever had. Our Orion auditor is the role model for an auditor. The interest that she demonstrated in not only pointing out our weaknesses (most auditors are fairly good at this) but more importantly, from my perspective, focusing on assuring that we have a good path forward to improving not only compliance, but our ability to delight our customers.”

“Everything was done very professionally, thank you.”

“We are pleased, with the services that Orion provides.”

“TODAS MIS EXPECTATIVAS HAN SIDO CUMPLIDAS SATISFACTORIAMENTE. Translation: All my expectations have been satisfied”

“This audit experience was very helpful. The lead auditor was very professional and also a good listener. It was easy to discuss the issues and questions that came up during the audit, and by the end of the audit, I definitely felt we got our money's worth. With Orion and our auditor, value really means something.”

“We are very pleased with Orion, especially with the skill and feedback from our auditor. He goes out of his way to work with us and make us better every time he comes to our facility.” “Clone our auditor. She is an amazing auditor, professional, and extremely knowledgeable about organizational and software processes.”

“Our auditor is very professional and we welcome him to our facility. Orion has been very good to work with and we appreciate that you don't harass me with solicitation and upsell that we are constantly getting from your competition.”

“Both of our auditors are very professional. They do an amazing job auditing at our sites, our personnel enjoy speaking with the both of them. They have a way of speaking to the personnel so they are not nervous.”

“Our Orion Auditor is always fair and doesn't come off with an intimidating attitude as some auditors do.”

“Orion is a well-organized company that has a lot to offer in Quality certifications and has a great workforce. It was a pleasure to work with them. I would refer any business/organization to use Orion Registrar.”

“Our auditor has common sense, critical (in a good way) and clear.... best auditor I have ever had. If she stops working for Orion I will either change my certification to where she is or I will drop my certification all together. I have had some auditors that make my head explode. My time with her is actually productive, and that makes a world of difference.”

“End to end awesome experience”

“Our Orion auditor is very easy to work with and is very thorough during the audit process. His style genuinely makes the people he is talking to feel at ease and makes that audit process happen smoothly. We are very happy to be working with him again and being able to do so is the reason we transferred our certification to Orion.”

“Our Orion Auditor is a great auditor. Very experienced, knowledgeable and professional. I enjoy working with Orion, great organization!”

“Orion did a wonderful job. One thing we believe would benefit the standards as a whole and the companies that are certified is if all auditors were as knowledgeable, precise, attentive and structured as our Orion auditor.”

“Our Orion Auditor is great to work with. His extensive knowledge along with his understanding of what we do provides us with a great deal of insight and really brings excellent information to our business. The audit process is so much more of a positive experience than with other registrars or individual auditors he is a pleasure to work with.”

“I have been through a number of different types of audits and never had an auditor that handled people on the shop floor better than our Orion auditor. He was very detailed but people at ease.”

“Our auditor went beyond his duty to explain any queries we had and was extremely helpful whenever we had a question regarding the certification process. Very pleasant person to work with.”

“I can only reiterate my responses. I would add that our auditor is knowledgeable and professional, with excellent communication skills.”

“Our audit team leader is a pleasure to work with. He challenges us every time we meet with him to raise the bar within our organization. He is always fair with his findings. We look forward to his visit next year.”

“EVERY THING WAS GREAT”

“The certification process was a positive experience for our team. We look forward to a long, mutual relationship with Orion.”

“Our experience with Orion so far has been that you are very easy to work with and that you provide answers in a very timely fashion.”

“Orion gave us a professional audit at a reasonable price.”

“Our auditor is very knowledgeable and answers any questions that we had and is very professional. It is an honor to work with him.”

“We are delighted with Orion's services.”

“This is not an easy process, it's a lot of hard work and very expensive, but it's absolutely worth it and dealing with Orion and their entire staff truly is a pleasant experience. I appreciate that the people I work with from Orion are professional, respectful, courteous and very nice. Thank you all for another great year of service.”

“All of our Orion experiences have been great! We appreciate what Orion brings to our companies.”

“Our team lead auditor did a fantastic job describing his findings and took the time to listen to our interpretation.”

“We appreciate our auditor's professionalism and expertise. She truly cares about helping clients improve their processes - not just completing the audit cycle.”

“Overall, aside from one scheduling issue, I could not be happier with Orion. I find each of the staff that I have had to deal with to be both pleasant and professional. They have always come to the audits with a value to our organization, and we have learned much through their careful auditing.”

“Our Orion Auditor is a fantastic auditor. She brings experience, skills, and understands how ISO applies to our business.”

“We enjoy our auditor tremendously. He has a good eye for finding little things that we miss. Our company is a better company for that.”

“We particularly enjoyed working with the assigned auditor. He was extremely professional and respectful of the process. He was a nice fit for our organization!”

“This was my first time to take part of a first time certification audit and our auditor made me feel comfortable during the whole audit process.”

“The auditor was very professional and helpful with explaining the requirements. The audit was both educational and pleasant. I appreciate the auditor's extra time discussing ways to get more involved in QuEST, and the resources available for learning more about TL & ISO.”

“The auditor was awesome! He was professional, knowledgeable, and helpful.”

“We are happy with the way we can conduct our business with our QMS integrated into our business processes. Every year we proactively think about improvements to our services and quality model to help further improve efficiency and also to improve the level of service and product quality. Our QMS helps guide us through the steps and helps keep us accountable and looking forward.”

“It has allowed us to fully see the benefits of being certified”

“End to end awesome experience”

“The certification process was a positive experience for our team. We look forward to a long, mutual relationship with Orion.”

“Auditor was very pleasant to work with both times she was here.”

“I was very satisfied with Orion's support and certification process. They were very helpful in providing information on the ISO 13485 registration process and providing choices for the best auditor to achieve our requirements.”

“It was a pleasure working with Orion. We have experience with other registrars with former employers. Orion was the best we have ever worked with.”

“This is not an easy process, it's a lot of hard work and very expensive, but it's absolutely worth it and dealing with Orion and their entire staff truly is a pleasant experience.”

“I appreciate that the people I work with from Orion are professional, respectful, courteous and very nice. Thank you all for another great year of service.”

“Good Job.”

“It was all good!”

“We really enjoy our auditor, she is always thorough in what she does and she is also a neat person to work with. We are happy with the way we can conduct our business with our QMS integrated into our business processes.”

“Every year we proactively think about improvements to our services and quality model to help further improve efficiency and also to improve the level of service and product quality. Our QMS helps guide us through the steps and helps keep us accountable and looking forward.”

“We are pleased with Orion's service.”

“Great staff and auditor from Orion. It's been an absolute pleasure to work with everyone.”

“We believe that our auditor, has added value to our operation each time she has engaged us. We appreciate her very much!”

“Our auditor is a fantastic auditor. She brings experience, skills, and understands how ISO applies to our business.”

“Orion team is very professional.”

“Our auditor is common sense, critical (in a good way) and clear.... best auditor I have ever had.”

“Our auditor is the best auditor we've ever had. He is knowledgeable in the ISO standards and is very helpful too. This audit experience was very helpful. The lead auditor was very professional and also a good listener. It was easy to discuss the issues and questions that came up during the audit, and by the end of the audit, I definitely felt we got our money's worth. With Orion and our auditor, value really means something.”

“great job.”

“Thank you for helping us to become a stronger company”

“Our team lead did a fantastic job describing his findings and took the time to listen to our interpretation.”

“Our auditor is the most knowledgeable auditor I have worked with in my 25 years of experience. She is a leader in the field of assessment - and focuses on the important stuff.”

“We appreciate our auditor’s professionalism and expertise. She truly cares about helping clients improve their processes - not just completing the audit cycle.”

“I can only reiterate my responses. I would add that our auditor is knowledgeable and professional, with excellent communication skills.”

“Our auditor is an asset to Orion. He is always welcomed to our establishment!!!”

“Our auditor is a great auditor. Very experienced, knowledgeable and professional. I enjoy working with Orion, great organization!”

“Our audit team leader is a pleasure to work with. He challenges us every time we meet with him to raise the bar within our organization. He is always fair with his findings. We look forward to his visit next year.”

“The auditor was awesome! He was professional, knowledgeable, and helpful.”

“excellent service”

“We look forward to a continued relationship.”

“Our auditor is very easy to work with and is very thorough during the audit process. His style genuinely makes the people he is talking to feel at ease and makes that audit process happen smoothly. We are very happy to be working with him again and being able to do so is the reason we transferred our certification to Orion.”

“We have been very pleased with all our auditors. They are a pleasure to work with!”

“We particularly enjoyed working with the assigned auditor. He was extremely professional and respectful of the process. He was a nice fit for our organization!”

“Auditor is very knowledgeable in regards to process oriented management systems.”

“The process was pretty painless”

“Overall very happy”

“Very professional!”

“We are happy to be working with Orion.”

“We are extremely pleased with our audit leader.”

“Your great services”

“Orion is a well-organized company that has a lot to offer in Quality certifications and has a great workforce. It was a pleasure to work with you. I would refer any business/organization to use Orion Registrar.”

“Certification experience was excellent. I gave you some neutral answers above because there were no findings for us to respond to, and I don't know yet whether the certificate has been issued in a timely manner as I have not received new certificates.”

“I was particularly impressed by the auditor's concern with mentoring additional auditors to step in when he starts winding down. This demonstrates a recognition of the complexity of our facilities and sets the stage for our company’s continuing success with certification and Orion's ongoing success as a registrar.”

“I appreciate all of your efforts. With regard to price, I think Orion is competitive, but I am more concerned to get a quality audit that will stand up to scrutiny by both our customers and your auditors. I get the quality audit from Orion and can't complain about the price.”

“Very Satisfied with the Audit process overall”

“Very good audit and auditor.”

“Overall she was good. I think it's good to have a variety of auditors.”

“Orion provided us all the requirements and info to prepare properly for our certification.”

“Both of our auditors are very professional. They do an amazing job auditing at our sites, our personnel enjoy speaking with both of them. They have a way of speaking to the personnel so they are not nervous.”

“All of our Orion experiences have been great! We appreciate what Orion brings to our companies.”

“Maintaining our quality certifications forces our team to consistently look internally at our processes in order to determine where we can function more efficiently, cost effectively and ultimately to better serve our customers. Our auditor is always fair and doesn't come off with an intimidating attitude as some auditors do.”

“Very helpful and informative.”

“I have been through a number of different types of audits and never had an auditor that handled people on the shop floor better than our auditor. He was very detailed but put people at ease.”

“I received the follow up on our audit much quicker than normal, thank you for improving in that regard.”

“Our auditor is a wonderful auditor and has an extensive knowledge of ISO 9001”

“I appreciate that Orion has improved its response time on administrative matters such as issuing the reports.”

“I have been through certification processes in other companies over the last 15 years, but our auditor was the best audit leader I have ever worked with. Not only was she thorough and completely masterful in what she knows, she was very quickly able to transfer her knowledge in ISO and engineering to understand our business, which made the process very smooth. Very impressive!”

“Our lead auditor is awesome. He is without a doubt value added”

“It is a pleasure working with our auditor. He is professional and knowledgeable.”

“The input from the auditor is excellent. His experience with ISO 9001, and communication, has been very beneficial to our continual improvement.”

“I felt that the team leader was very informative, if there were things I had questions on he was willing to go through them with me.”

“All Good – our auditor is a pleasure to work with and his perspective industry practice is valuable.”