

### **Implementation of ISO 9001:2000 in the DOT Construction Unit**

The innovation is the implementation of the International Organization of Standardization (ISO) 9001:2000 standard in the Construction Unit of the Pennsylvania Department of Transportation (PENNDOT), Engineering District 10. The Construction Unit is responsible for ensuring all road construction in its District is performed in accordance with Federal, State and Local regulations in addition to adhering to all contract mandated requirements.

Applying the ISO 9001:2000 standard in a government setting is unique because no conventional competitive pressure to implement quality management exists. Also, the standard was written primarily for use in the private sector. PENNDOT Engineering District 10 is the first Construction Unit to receive ISO 9001:2000 registration in Pennsylvania.

ISO 9001:2000 adds value and format to consolidate quality management systems, processes, and philosophies into a globally accepted standard set. The Construction Unit business planning process, process mapping, key process investigations, measurement systems, District business planning, Customer Service Indices, Highway Administration Customer surveys, resources, etc. have been consolidated into one management review process focusing on continual improvement.

The ISO 9001:2000 quality system now in place in the Construction Unit has not replaced a previous methodology or practice, but has built on the foundation that began five years ago focusing on the Malcolm Baldrige Performance Excellence model throughout PENNDOT.

There was no outside pressure to consider implementing ISO 9001:2000, rather the impetus was entirely internally generated. The rationale at the beginning was twofold:

1. That there was a considerable opportunity to improve internal operating effectiveness.
2. If a state agency could implement ISO 9001:2000 then it could serve as an example to contractors that build roads and consultants that design and inspect roads, thereby improving the quality of the roads while lowering the cost to the taxpayer.

In the spring 2002, the Construction unit of District 10 (D10) of the Pennsylvania Department of Transportation began considering the value of implementing an ISO 9001:2000 compliant Quality Management System.

From start to the certificate hanging on the lobby wall was 8 months, with no additional manpower and limited use of consulting help to ensure we defined and stayed on an efficient path to implementation. Budget deficits required the ISO team to focus not only on the long term but also on more immediate cost savings.

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Affiliate with the N. V. KEMA in the Netherlands  
A member of the International Network for Quality System Assessment and Certification "IQNet"

# CERTIFICATE

Number: 11716.01

The Quality System of:

**PENNDOT Engineering District 10  
Construction Unit  
2550 Oakland Avenue  
Indiana, PA 15704029**

Including its implementation, meets the requirements of the standard:

## ISO 9001:2000

Scope:

All Activities Related to the Services provided by the Construction Unit of PENNDOT Engineering District 10.

This Certificate is valid until: July 22, 2006  
Issued for the first time: July 22, 2003

H. Pierre Sallé  
President  
KEMA-Registered Quality, Inc.

The method of operation for quality certification is defined in the KRQ General Terms and Conditions for Quality Certification. Integral publication of this certificate and adjoining reports is allowed.

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