Smithers Quality Assessment Division
Client Feedback

“Smithers brings a lot of value to the audit process, from the high-touch services to the professionalism, they have encouraged our team to look for ways to continually improve.”

-- MIKE DELIS, FASTENER TOOL AND SUPPLY

“Smithers played a key role in developing a long-term plan to complete the task of reducing our 16 ISO Certifications into a total of four. As of June of 2022, The KSPT-G manufacturing group is fully integrated into a single ISO 9001 Certificate covering seven facilities, an ISO 14001 Certificate covering eight facilities, and an ISO 45001 Certificate which also includes eight facilities... Smithers is viewed throughout the company as a true business partner.”

-- ROGER WRIGHT, KYOCERA-SGS PRECISION TOOLS

“We’re and FDA compliant facility...and it was nice to have somebody walk me through the steps and stages and try to figure out where FDA and ISO melded together and to see what the next steps would be to achieve ISO certification. I would definitely recommend Smithers to anyone new to, or seeking ISO certification.”

-- SARA BENOIT, KILLIAN LATEX, INC.

Value Proposition

Service
Premier, proven, high-touch service

Account Management
Dedicated account management and back office support

Performance
Trust us for technical performance excellence

Leadership
Value-add of our technical scheme leadership and involvement

Pricing
Fair, competitive pricing

Customer Portal
Access to Smithers Quality Assessments Customer Portal - providing visibility and efficiency

Risk Management
Monitor, minimize, and control risk

Please contact us to learn more about our services, or to speak with a representative about any questions you may have.
Again, I wish to state what a pleasure it was to have your auditor in Auburn last week. We are very fortunate to have her vision and experience review our operations. Thank you, thank you.

-- SMITHERS CLIENT SINCE 2004

I would like to thank you for a stress-free audit. I learned a lot from you. Thank you for sharing your knowledge. You are the BEST!

-- SMITHERS CLIENT SINCE 2010

I love being able to call and speak to an actual person.

-- SMITHERS CLIENT SINCE 2008

I believe the Customer Focus aspect sets Smithers apart from other CB experiences.

-- SMITHERS CLIENT SINCE 2016

Professional, timely reports, good feedback indications, no ‘surprises’ during audit- the auditor kept great communication with us during the process.

-- SMITHERS CLIENT SINCE 2013

Thanks for calling me to help find a solution to the finding in a manner that meets the requirements and yet is not a non-value-added burden upon OGS.

-- SMITHERS CLIENT SINCE 2018

--- 96% OVERALL SATISFACTION ---

89 Delivery
90 Responsiveness
90 Communications
91 Customer Service
95 Quality
98 Expertise

Smithers Net Promoter Score: 73 | Industry Average: 51

About Smithers
Smithers is an accredited quality, occupational health & safety, and environmental management systems certification body. Industrial, commercial, government, and service businesses of all sizes work with the Smithers Quality Assessments Division when seeking certification to common standards.

- ISO 9001
- ISO 14001
- ISO 45001
- IATF 16949
- AS9100
- ISO 13485
- SN 9001
- Cybersecurity