

## FOR IMMEDIATE RELEASE

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### Imperial's Translation Services Team Earns Top Quality Recognition

GRAND RAPIDS, Michigan, Oct. 8, 2018—Imperial Clinical Research Services has earned certification to the latest internationally-recognized ISO quality management standard.

Imperial's translation services team received the upgraded certification with zero findings by an ISO registrar after a two-day audit.

"The exceptional ISO quality management principles continue to impact our culture," said Imperial president Steve Swanson. "It keeps our company moving forward and positions us in every activity, including our goal to always exceed client expectations in this evolving industry."

The Imperial certification is a key reason many pharmaceutical companies rely on Imperial for translation services to support clinical trials in every corner of the globe.

Erica Manning, Imperial's translation services operations manager, said, "The new standard dramatically took the emphasis off mere documentation and placed it on the actions symptomatic of a company using best practices to stay healthy in an increasingly complex global market. We found the months of vigilant preparation analyzing our systems to ensure compliance with the updated standard worthwhile and rewarding."

ISO upgrades its certification standards on an ongoing basis, and Imperial translation services has held a certification since 2011.

ISO is an independent, non-governmental international organization based in Switzerland. Its alliance of experts work together to develop quality standards for products and businesses worldwide. Registrars then audit and confirm companies meet these published standards.

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#### ABOUT IMPERIAL

Imperial Clinical Research Services, based in Grand Rapids, Michigan, provides support for the clinical trial industry through patient engagement, translation services, medical equipment and ancillary supplies, printing, and global fulfillment.

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