

## Utah Correctional Industries Achieves Quality Benchmark



From left to right: Bryan Morris, UCI Deputy Director, Dominic Townsend, ABS Quality Evaluations, Alan James, UCI Director, Paul Carey, ABS Quality Evaluations.

After an 18-month effort, Utah Correctional Industries (UCI) has certified for the ISO 9001: 2008, the international standard for quality operations. UCI is a self-sustaining division of the Utah Department of Corrections that provides real work opportunities for inmates.

Dominic Townsend, Vice President for the Americas for ABS Quality Evaluations, presented the certificate commemorating the achievement to UCI Director Alan James today.

"At a time when the entire world is faced with many challenges, this is the moment for great institutions and organizations to separate themselves from their counterparts and guarantee the continuity of their service," Townsend said. "This has truly been demonstrated by UCI based on the expanded scope of its activities within its ISO 9001 Certification. When I reviewed the scope of activities, it was very clear that every department of UCI was committed to the overall success of this certification, which is a tremendous milestone and a result of the core values of your institution, the dedication of your staff and the vision of your leadership team towards the achievement of this goal."

The highly sought certification signifies safety, reliability and quality of products and services. UCI's certification covers its administrative services, accounts payable, accounts

receivable, delivery, finance, inmate payroll, marketing, purchasing, safety, warehouse, commissary, furniture design and development operations.

UCI was created 30 years ago and operates 16 programs, including construction, upholstery, furniture, print, sign and plate shops that primarily serve state agencies. UCI employs approximately 740 inmates. Its work programs are key in helping inmates stay positively engaged, learn work skills and earn money to support themselves and their families. Data shows that inmates who have UCI work experience are less likely to return to prison, accounting for a 13 percent reduction in recidivism.

"Countless hours were devoted by staff and inmates working with our team of consultants to understand and document the processes used by UCI," said Alan James, UCI director. "UCI reached the point where we needed to step up to the next level in order to manage growth, improve quality and production and be able to quantify our impact on recidivism."

Congrats to our UCI team!