



Lorma, Incorporated

CONGRATULATIONS!

Lorma Medical Center and Colleges

now UPGRADED to

ISO 9001 : 2008

100%



AJA09.0414 and AJA09.0414A

Solid proof of our continued COMMITMENT to QUALITY and EXCELLENCE

LORMA MEDICAL CENTER & LORMA COLLEGES UPGRADED TO ISO 9001:2008

Amianan Tribune & Ilocos Herald Feb. 20-26, Baguio Midland Courier Feb. 21

SAN FERNANDO CITY, LA UNION— Lorma Medical Center and the Lorma Colleges successfully achieved ISO 9001:2008 certification, an upgrade from ISO 9001:2000.

The ISO 9001:2008 has been developed in order to introduce clarifications to the existing requirements of ISO 9001:2000. The quality manual for the Lorma Medical Center was revised to include the Ilocos Scanning and Imaging Center (ISIC); and even with the inclusion of ISIC, the external auditors from the Anglo Japanese American (AJA) Registrars found no non-conformances.

The auditors also noted the commitment of Lorma Medical Center in striving for continuous improvement. This was proven by the construction of better facilities such as the new front lobby, new training and conference rooms, the new Lorma Wellness Center, additional private suites currently being set up in the Medical Arts Building, and upgrades to new and better medical equipment. Hospital statistics showed improvement in patient satisfaction evidenced by decreased complaints and better personalized service through its Corporate Services and other departments.

Lorma Medical Center's recent certification by the Department of Tourism as the first private medical tourism hospital in the north is also part of Lorma's widening its scope of service not only to locals but also to overseas patients.

Lorma Medical Center's EVP and Hospital Administrator, Mr. Robert F. Kaiser, Jr. said, "We made it because Lorma's people are good, committed, and strive for the best".

LORMA MARKETING DEPARTMENT