



Heads Up

Issue: 05

Date: January 2003/01/30

To: ANSI-RAB NAP Accredited Registrars and Accreditation Auditors

From: Randy Dougherty, Director of Registrar Accreditation

Re: Perceived Delays in Issuing EMS Registration Certificates

Consistent with the objective of using the Heads Up to communicate important information to all CRBs and accreditation auditors, I am passing on a concern of Hank Gryn of Daimler Chrysler, a major industry stakeholder.

Hank said a number of Daimler Chrysler's suppliers are experiencing what they perceive as excessive delay in receiving their registration certificate for ISO 14001 EMS. Hank said this perception is not directed at any specific registrars; it seems to be applicable to many registrars.

Considering that Daimler Chrysler had mandated that its suppliers be registered for ISO 14001, which has created additional business opportunity for registrars, please listen to your clients and customers and if applicable, take actions to improve the timeliness of service.