HYPACK Achieves ISO 9001 Compliance Attestation

By Joseph Adamski

HYPACK, a Xylem brand, is proud to announce that we have achieved an ISO 9001 compliance attestation to the ISO 9001:2015 standard. The ISO 9001 attestation process ensures that we have effective workflows and processes in place, and the appropriate staff to deliver high quality products and services. In HYPACK's case, the Software Development Lifecycle Process is determined to be in compliance with ISO 9001:2015. This cycle extends from the start of an idea and lasts until a piece of software is retired from customer use. Additionally, the attestation represents a commitment to yearly continuous improvement of HYPACK's processes and quality management.

If any of HYPACK's customers require acknowledgment of this attestation, HYPACK can provide a letter of attestation that has been created and signed by a third-party auditor. HYPACK is always listening for the voice of the customer as well, so feel free to reach out to help@hypack.com with ideas for improvements or feedback. Another option is to find me in-person at the HYPACK Training Event! HYPACK customers that are in regular contact with me know I live for discussing topics as dry as processes and workflows. It's why I got into management.

While all this attestation along with ISO processes and workflows sound very formal and rigid, one exciting aspect is that the team has been able to keep what makes HYPACK, HYPACK. For instance, the processes and workflows include mechanisms that allow us to respond quickly when a particular surveyor is on the phone with John Lindberg, who may have supported that specific person for over 10 years. The ISO guidelines fit into the agile way that HYPACK has worked previously, and that many customers are used to.

If you'd really like a trip down memory lane into how HYPACK used to work, we can let you do some plotting with the DOS version if you ever visit the office.