



## Press Release

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### **PBN Passes ISO Quality Audit with Flying Colors** ... adds credibility to its "Proof, Not Promises" approach

**Overland Park, Kansas** — Physician's Business Network (PBN), a Kansas City-based medical billing and medical practice management company, today announced that they have completed and passed their annual ISO Audit. This achievement marks the fifth year running that the quality oriented company has scored a passing score or better.

PBN opts for the most stringent auditing requirement--using an outside auditing firm—to conduct its audits, both to bolster its internal confidence in the integrity of its own procedures and to increase the validity and credibility of its quality efforts.

Jud Neal, PBN President and CEO, remarked about the results, "We had just a couple of opportunities for improvement. This kind of result comes from a team effort and a commitment to quality and professionalism across the board."

Mr. Neal mentioned that the audit process takes several days and includes preliminary audits by "internal auditors" conducted by PBN staff members before the outside auditor comes in to make sure all quality outcomes are met. All of the work required to prepare for the audits goes on while PBN's normal business activities continue. Mr., Neal added, "Everyone's extra effort . . . the hard work and dedication reflects not only our commitment to providing quality services, but also the quality of work we produce for our clients."

#### **Why ISO?**

PBN has maintained its ISO Certification since it was originally certified in July 2006. PBN was the first company of its kind in the U.S. to achieve ISO certification. PBN sought the certification as a way to legitimize and add credulity to its "Proof . . . Not Promises" way of doing business.

To learn more about PBN's ISO certification, including what the benefits of ISO Certification are to PBN clients, visit the ISO page on PBN's website at <http://www.pbnmed.com/ISOCertification.html>.

#### **About PBN**

For more information about PBN's commitment to quality in its billing and complete practice management services, please visit PBN online at [www.pbnmed.com](http://www.pbnmed.com).



ISO 9001