



Orion Registrar, Inc.

Thorough and Fair Auditing



You Spoke - We Listened - We Acted

Orion Registrar's Client Survey Results and Actions

July 2016

Orion Registrar, Inc.

7502 W. 80th Avenue Ste. 225 ▼ Arvada, Colorado 80003-2128 / P.O. Box 745070 ▼ Arvada, Colorado 80006-5070
303-456-6010 ▼ Toll-Free 800-446-0674 ▼ Fax 303-456-6681 ▼ info@orion4value.com ▼ www.orion4value.com

Your Voice Matters

Orion's clients are our prime source of opportunities for improvement. Orion can serve you better when we know how you feel about our service. After each audit, you will receive an email with a link to Orion's survey. Please take a few minutes to tell us about your experience, and to help us enhance our services to you in the future. We value our relationship with your company, and this is the best way we know to thank you for your loyalty. Our pledge to you is that Orion will continue to devote resources to achieving and maintaining high levels of client satisfaction.

If you are interested in following Orion's progress as we improve our services, and our auditor and staff performance, you may view the live results from our survey. The link is available to you via a link on the home page of Orion's website.

Anonymity Guaranteed

Orion's survey is administered by the University of Colorado. The survey resides on their server, and the results are collected and analyzed by CU. Individual answers to Orion's survey are made anonymous by CU, and only combined responses are reported to Orion. Thus, Orion staff and auditors have no way to see how any particular client responded.

One Downside of Anonymity

If you wish to request a specific action for your company, please select the survey option to be contacted by Orion, or send your request via another channel. It is disheartening to receive a client-specific request within the survey, but be unable to comply due to the anonymity of the requester.

Survey Results

The data used in this study covers a range of 27 months, ending in early February 2016. This data was analyzed with an eye towards understanding client satisfaction over this time, as we moved forward with large changes within the Orion offices. [Click here for the survey results.](#) The results of Orion's international locations' surveys are not included in this data set.

We Acted

Based on the feedback we received, Orion has made the following changes.

KAIZEN PROGRAM

Orion spent over a year using Kaizen techniques to analyze and optimize Orion's office processes. The output of this program was used to design Orion's customized Hunter software. As part of this process, we reduced the number of forms that auditors must complete, and these forms are automatically provided to the auditors, speeding up the process and reducing auditor errors. In addition, the audit report and scheduling templates have been revised to provide a better, more consistent product.



IMPROVED METRICS

The **Client Survey** and Orion's **Kaizen program** have improved Orion's understanding of the key metrics for client satisfaction. **The Hunter software** has greatly expanded our ability to collect and analyze these metrics, allowing us to react in real time and identify problems and correct them before they impact client satisfaction.

HUNTER SOFTWARE

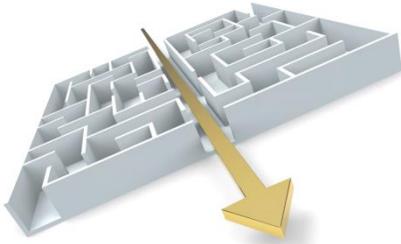
Orion's new software facilitates and controls our processes including scheduling, auditing, nonconformity report (NCR) tracking, certification, certification issuance and record keeping. The software is designed to ensure all steps are completed correctly and efficiently, minimizing mistakes, and making our processes faster and more consistent. Where possible, actions have been automated. The software allows for immediate 24/7 document upload and download, reducing wait time.

A new addition to the Hunter software is our NCR tracking module. This ensures that NCRs are front and center in the module for both auditors and staff, in order to decrease the processing time for client NCR responses.

These changes were designed to make the certification process easier for our clients and auditors, and also to increase the speed of certificate issuance.



STREAMLINED PROCESS FOR AUDITORS



The documentation update and Hunter software were both designed to provide a faster, more efficient way for Auditors to provide required information to Orion. Training has been provided so Auditors better understand their process, tools and responsibilities. Orion has also created a new procedure for auditors, which strengthens Orion's financial controls, including those regarding audit expenses, and Orion's "No Gifts" policy. This allows Orion more oversight and control of audit expenses.

PARDON OUR DUST

Some of you have been aware of our "growing pains" as we replaced our old computer systems with the Hunter. We appreciate your cooperation during this difficult, wide ranging upgrade. We are confident that these changes, once optimized, will make significant and long-lasting improvements to many of Orion's core processes.

The Client Portal is one of our changes that came with a significant learning curve. We know that the transition to the Client Portal has been difficult for some clients. For that reason, our software vendor is working to make it easier to see what is in files, and Orion will provide training to our clients on the use of the Client Portal this year. Client transmittals, reports and certificates are available 24/7 in the Hunter's Client Portal. If you do not have your password and user name, please contact Danielle Hershey at dhershey@orion4value.com.

Auditors have also had to learn about our new software and documents. Any client that received our new audit report, without the inapplicable sections being collapsed and hidden, was not impressed with the new report. However, Orion's technical trainer is working with all Orion auditors to improve their understanding and use of the new software, forms and other changes so that the report you see clearly explains your audit results.



THE VOICE OF THE CUSTOMER

Orion understands the importance of celebrating our successes. We greatly enjoyed reading your comments as you explained where our people and processes have excelled.

Here are a few of the many responses we received that celebrated our success:

- This audit experience was very helpful. The lead auditor was very professional and also a good listener. It was easy to discuss the issues and questions that came up during the audit, and by the end of the audit, I definitely felt we got our money's worth. With Orion and our auditor, value really means something.
- Our auditor was wonderful to work with. He was thorough and exceptionally knowledgeable about the standard and its requirements, with the ability to communicate it clearly. Other Orion staff have been very pleasant to work with, every step of the way.
- 20 years ago when we were first certified it was to meet customer requirements but we continue with it because it helps our reputation and business.
- I couldn't be happier with the service that was provided by Orion registrar and look forward to working with them in the future.



Survey Results

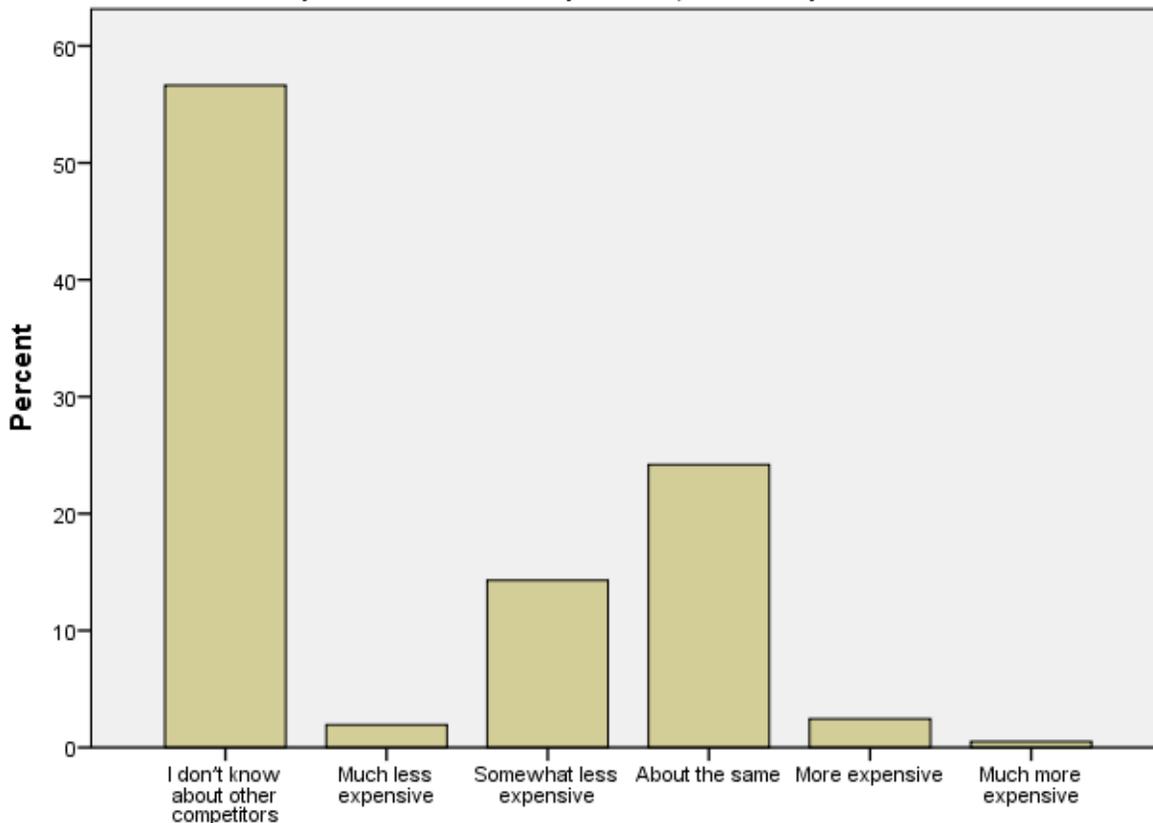
These data are from Orion's ongoing client survey, 25 October 2013 - 8 February 2016

Highlighted questions indicate those which are directly involved in the task force action items described in this article. These action items are either already complete, or scheduled for completion by the end of 2016. Many other questions are indirectly impacted by the described actions.

Survey Question	% Agree or Strongly Agree
How likely are you to refer Orion to others seeking registration?	89.2
Overall, how satisfied were you with your audit team leader?	94.6
The audit was worth what we paid for it.	88.8
The Orion office communicated with us effectively.	92.0
The Orion audit team leader communicated with us effectively.	95.4
Orion contacted me to schedule the audit well before the audit occurred.	88.5
I was happy with the dates selected for the audit.	94.9
The audit team leader used their skills to analyze my business processes.	95.6
The audit team leader used their knowledge to analyze my business processes.	95.4
The audit team leader was professional.	97.2
The audit team leader was pleasant to work with.	97.5
The audit team leader used time effectively.	95.9
The audit was valuable.	96.1

The audit findings were fair.	96.0
The audit report was issued in a timely manner.	90.2
The audit report was easy to understand.	90.4
The time it took Orion to evaluate our response to the audit findings was reasonable.	79.5
The certificate was issued in a timely manner.	74.0
The certification process was easy.	76.0

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