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Jacobsen Pilot Service Certified ISO 9002 Compliant

Jacobsen Pilot Service Inc., a family-run company that has provided piloting services at the Port of Long Beach since 1922, has become the first piloting organization in the United States to be certified as ISO 9002 compliant.

Also certified as ISO 9002 compliant was Bay Survey Enterprises Inc., a Jacobsen company consisting of three independent marine survey firms: J. A. Jacobsen and Associates, M. L. McGee and Associates, and Swaminathan Marine Surveyors.

"In looking at the ISO standards, we found the requirements for compliance to reflect the manner in which we have been conducting business for more than 75 years," said company president Capt. Tom Jacobsen.

"All of our companies always have had tremendous values, dedication, and commitment to safety and customer service. The process toward certification then became one of documenting our practices in conformance with the standard.

"By becoming certified we lock in place our present service standard and set a path for continual improvements. The Jacobsen companies are committed to continuing the professional, reliable and consistent service that we have successfully offered for many years."

Port of Long Beach Executive Director Richard Steinke congratulated Jacobsen for achieving the ISO certification. "Jacobsen is one of the great assets of the port," said Steinke. "Jacobsen has an unmatched record, having safely guided vessels in and out of this harbor for more than 75 years."

The International Standards Organization sets rigorous quality and safety standards for businesses worldwide. Jacobsen obtained its certification after a series of audits of its policies and procedures by the American Bureau of Shipping. Companies certified as ISO compliant are required to conduct regular internal and third-party audits in order to retain their certification.