

***heywood* achieves International Quality certification**

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heywood has today announced its certification to the ISO quality standard ISO 9001:2000 in accordance with the TickIT Guide, demonstrating its commitment to high quality standards across the business. The certification covers all areas of the business from system development to client management, communications and reporting. This achievement means that *heywood* and *aquila*, who are both part of Aquila Group Holdings, are now fully certified to ISO 9001:2000.

Clive Nightingale of Certification Europe, the external auditor, commented:

“The requirements of ISO 9001:2000 can only be achieved when a company’s most senior management, in association with the employees, work together using their collective abilities for the customers’ and organisation’s benefits. The Group Quality Management System, that underpins both *aquila* and *heywood*, includes clearly defined processes that contribute to the achievement of a level of service and a quality of product which is acceptable to the customer and provides a framework for continual improvement.”

David Ackroyd, chief executive of Aquila Group Holdings Limited, commented:

“We are delighted that *heywood*’s focus on improving client service and performance has been recognised by this ISO 9001:2000 certification. We are convinced that there are significant benefits of having high quality standards in everything we do, not just in the externally visible areas of the business. We believe our focus on quality and the resultant quality standards we work to are second to none in the industry and this results in us being able to offer our clients a better overall service.”

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Notes to editors

heywood was established in 1975 and has been part of Aquila Group Holdings Limited since 2002. Aquila Group Holdings Limited, comprising *aquila* and *heywood*, is the leading supplier of pension administration software solutions in the UK. The pension schemes for nearly 7 million members in more than 200 major organisations are run using the Group's two administration software solutions, *administrator* and *AX/Se*. These solutions cover the whole range of available schemes including DB, DC, hybrid, career average, cash balance and stakeholder.

The Group provides solutions to the Financial Services, Third Party Administration, Corporate and Public Sector pension scheme markets in the UK, Ireland and the rest of Europe. Its clients include Prudential, Norwich Union, BBC, Asda, BP, the European Central Bank, Accenture, Aon Consulting and most local authority schemes.

AX/Se is *heywood's* integrated pensions system which addresses the requirements of all types of Corporate and Public sector pension schemes. *AX/Se* also has integrated web, imaging and workflow capabilities, as well as an award winning call centre module.

For those clients who wish to out-source their pensions IT function, both *administrator* and *AX/Se* can be offered via a fully hosted or ASP service. To ensure a low risk implementation, the group provides experienced consultancy services for business management comprising project management, process engineering, data migration, management information and system integration.