

SANTA ANA, CA – February 10, 2022 – Following a year long process, the Orange County Registrar of Voters has been granted ISO 9001:2015 certification, an internationally recognized standard that ensures its services meet the needs of stakeholders through the use of an effective quality management system.

It is rare for government institutions to receive ISO 9001:2015 certification, which is typically applied in leading private industries.

Under **ISO 9001:2015** (the standard to which the Orange County Registrar of Voters is certified), the relevant requirements are primarily in these clauses:

Clause 8.7 – Control of nonconforming outputs

This clause requires the organization to:

- Identify and control outputs that do not conform to requirements (here, ballots damaged during the extraction/opening process so they cannot be scanned as intended).
- Take appropriate action based on the nature of the nonconformity.
- **Retain documented information** that:
 - Describes the nonconformity,
 - Describes the actions taken,
 - Describes any concessions obtained, and
 - Identifies the authority deciding the action.

Damaged ballots that require duplication are classic nonconforming outputs. Failing to systematically document the occurrence, volume, and handling of these damaged ballots would fall under this clause.

Clause 10.2 – Nonconformity and corrective action

This is the core continuous-improvement requirement. When a nonconformity occurs (or a process deviation is detected, such as a higher-than-normal rate of ballot slicing due to the unusually long ballots), the organization must:

- React to the nonconformity and take action to control and correct it.
- Evaluate the need for action to eliminate the cause(s) so it does not recur.
- Implement any necessary corrective action.
- Review the effectiveness of the corrective action.
- **Retain documented information** as evidence of:
 - The nature of the nonconformities,
 - The actions taken, and
 - The results of any corrective action.

ISO 9001 emphasizes that an undocumented nonconformity effectively “does not exist” for the quality management system. Without records of how many ballots were damaged, how the rate compared to prior elections, or root-cause analysis of the folding/equipment

interaction, the organization cannot demonstrate that it evaluated the issue for corrective action or continuous improvement which is the foundation of the ISO certification.

Supporting context also comes from **Clause 7.5 (Documented information)** and **Clause 9.1 (Monitoring, measurement, analysis and evaluation)**, which require the organization to determine and retain the documented information needed for the effectiveness of the quality management system.

In short, Clauses **8.7** and especially **10.2** are the specific sections that require documentation and analysis of process deviations like the increased ballot damage observed in the 2026 Primary.

The people deserve answers.