



**FOR IMMEDIATE RELEASE:**

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**ACTION TECHNOLOGIES EXPANDS  
STANDARDS MANAGEMENT CAPABILITIES**

**- Software Allows Seamless Integration of Standards and Regulation  
Compliance into Business Processes -**

June 2, 2004 – Alameda, Calif. - Action Technologies ([www.actiontech.com](http://www.actiontech.com)), a 20-year-old software firm specializing in business process management, today announced that it has expanded its award-winning ActionWorks® Business Process Management (BPM) suite to allow companies to incorporate standards compliance into their work management systems. The ActionWorks Standards Coordinator is the only BPM package that supports the requirements called for in the newer process-based standards, including ISO/TS 16949, AS9100, TREAD, and TL 9000.

In today's increasingly complex world, standards play a critical role in allowing companies to ensure high quality results for all of their operations, including managing external third party contractors and labs, real-time measurement of customer satisfaction and perception, ensuring timely delivery of customer products and monitoring executive performance. The general benefits of standards are safety, quality, interchangeability of parts or systems, and consistency across corporations.

According to Jack Arnold, Senior VP of Action Technologies, "As we've seen in the development of more recent standards such as ISO/TS 16949 in the automotive industry, the importance of tying complex process implementation and execution to customer satisfaction is emerging in a big way. The ability of suppliers and OEMs to succeed is linked more closely today than ever before, and companies must ensure proper implementation, execution, and auditability of their core processes. ActionWorks Standards Coordinator facilitates this by supporting a wide range of standards within structured and ad hoc process capabilities."

"Standards management is mission-critical to achieving the highest levels of quality and performance," said Andrew Bank, VP, Business Development at Thomson Scientific, "By incorporating this task into a BPM application, Action Technologies is giving managers a valuable tool for standards compliance."

Randy Weil, Executive Vice President of IHS Group, notes, "At IHS, significant effort is devoted to integrating standards into the work flows/processes of our customers. The integration increases productivity, speed to market and quality. Along those lines, we see the emergence of process delivery, tied in with standards deployment, as a key way for companies to guarantee that they are delivering the highest possible levels of quality."

For more information on ActionWorks, visit [www.actiontech.com](http://www.actiontech.com) or call 800-967-5356. For more information on ActionWorks® Standards Coordinator, please visit <http://www.actiontech.com/solutions/standards.html>

### **About Action Technologies**

For more than 20 years, Action Technologies ([www.actiontech.com](http://www.actiontech.com)) has delivered award-winning Business Process Management (BPM) software that reduces the time and cost of decision-driven processes by 40-60% and typically generates returns of more than 300%. The ActionWorks® Suite enables our leading global customers to analyze, redesign, implement and continuously improve their operations through a patented system for managing negotiations and commitments.

### **About IHS**

With over \$400 million in annual sales, U.S.-based IHS® is the worldwide leader in developing and implementing engineering, technical and regulatory information solutions for customers in over 100 countries. IHS produces comprehensive collections of technical codes and standards, safety publications, design guidelines, vendor and logistics information, and software tools. IHS solutions include Internet/CD-ROM subscriptions, customized solutions such as information portals and systems integration; and individual standards and publications via the company's retail arm, Global Engineering Documents®. The company employs more than 2,300 people worldwide and serves the vital information needs of customers across the world's technical, business and professional sectors. IHS is the recipient of the Governor's Award for Excellence in Exporting and is a proud sponsor of ColoradoFIRST™, a youth-focused Science & Technology program, which promotes teamwork and cultivates the technical aptitude of future engineers. If you require additional information on IHS and its products and services, visit [www.ihs.com](http://www.ihs.com).

### **About the Thomson Corporation**

With 2003 revenues of \$7.6 billion, the Thomson Corporation (<http://www.thomson.com>) is a global provider of value-added information services, software tools, and applications to more than 20 million users in the fields of scientific research and healthcare, law, tax, accounting, financial services, higher education, reference information, and corporate training and assessment. With operational headquarters in Stamford, CT, Thomson has approximately 39,000 employees and provides services in approximately 130 countries. The Corporation's common shares are listed on the New York and Toronto stock exchanges (NYSE: TOC; TSX: TOC).

### **About Techstreet**

Techstreet (<http://www.techstreet.com>) is a digital content delivery company offering information management, sales, and fulfillment services to leading

associations and technical content publishers worldwide. The company has licensing and distribution agreements with 300 different publishers, enabling them to offer electronic access in single-copy and subscription format for fast, efficient delivery. Techstreet also operates a technical information superstore at <http://www.techstreet.com>, selling nearly 500,000 technical documents, including over 125,000 for immediate download. More than 50,000 technical professionals in 65 countries use Techstreet's content delivery services for their information needs. Techstreet is a division of Thomson Scientific and complements its critical content collections of patents and scientific literature.

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