

ComBank Wins 2019



S Renganathan, Managing Director, Commercial Bank accepting the award at the European Society for Quality Research awards ceremony in Berlin, Germany.

Commercial Bank of Ceylon was awarded the 2019 ‘Quality Choice Prize’ by the European Society for Quality Research (ESQR) at an awards ceremony held in Berlin, Germany. The Bank was recognized for its ethics and initiatives that demonstrate success in quality management and for its efforts to maximize the full potential of its services through qualityoriented practices. S Renganathan, Managing Director and CEO, represented Commercial Bank and accepted

the award on behalf of the Bank. “Quality is part of our corporate DNA, and we are very delighted to have been chosen for this award through ESQR’s own research,”

Renganathan said. He further commented, “This award reaffirms the Bank’s commitment towards delivering quality service and designing innovative products to make banking more accessible, convenient and rewarding for customers.” The ESQR awards recognize organizations’ distinctive per

formance improvement, organizational excellence and customer focus and encourage them to share their best practices, experience and knowledge with other organizations. The awards winners are chosen on the basis of the results of surveys, user opinion polling and market research together with a selection process, which includes, among other things, an analysis of socially responsible projects implemented and an analysis of public information sources.