HNB Operations Department Achieves ISO 9001:2015 Certification



Left to right:Amila Gamage, Assistant Manager – Outward Remittances, HNB; Dhilshani Hallock, Senior Manager – Centralized Operations, HNB; Daphne Gamage, Chief Manager – Remittances; HNB; Sivarajah Nandakumar, AGM – Operations, HNB; Shan Nanayakkara, Country General Manager, Bureau Veritas; Subash De Silva, Manager – Marketing & Sales, Bureau Veritas; Christopher Thuraisingham, Head of Process Excellence – Services, HNB; and Avishka Fernando, Bank Associate, HNB.

HNB announced the achievement of the ISO 9001:2015 certification for its Inward Remittance, Outward Remittance, and Centralized Operations Departments.

The certification highlights HNB’s commitment to service excellence and further strengthens its position in the local and global mar- kets, given its alignment to global standards. It sets the benchmark for strong Quality Management Systems.

“The establishment of centers of excellence is a key milestone in HNB’s journey, helping us continue fulfilling HNB’s promise of being a joy to bank with. The attainment of the ISO certification further reinforces HNB’s unwavering commitment to excellence and is a testament to our dedication to uphold- ing the highest standards of quality and service,” said S. Nandakumar, Assistant General Manager (AGM) – Operations, HNB. The certifica- tion process, which involves a comprehensive review and documentation of processes, ensures alignment with ISO standards and best practices.

HNB’s centralized Operations Department, com- prising approximately 200 skilled professionals, and its Inward and Outward Remittances departments played a pivotal role in implementing and upholding these standards.

“The achievement of ISO 9001:2015 certification for the Operations Departments is a significant step along the journey of process excellence and certification at HNB. This will further strengthen the culture of continuous improvement and drive to- wards back office automation via the infusion of robotic process automation, work- flows, and AI. ISO certification not only underscores our commitment to creating and sustaining a culture of quality, but it also showcases our continued dedication to streamline operations, improve processes, mitigate risks, and provide topnotch services to our esteemed customers,” Christopher Thuraisingham, Head of Process Excellence (Services), HNB said.

HNB was also ranked among the top five positions on Business Today’s Top 40 rankings for 2023.