

SLT Achieves ISO 9001:2015 QMS Certification

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P G Kumarasinghe Sirisena, Chairman, SLT Group (center) accepted the certificate from Dr Siddhika Senarathne, Director General, SLSI at a special ceremony.

Sri Lanka Telecom has received ISO 9001:2015 Quality Management System certification issued by the Sri Lanka Standards Institution (SLSI). SLT is the first organization in the ICT sector in Sri Lanka to achieve this certification.

SLT's ISO 9001:2015 certification covers all the business units of SLT including all the national and international services provided by the company and the operations of its tele shops, regional offices, contact centers, customer experience centers, customer service/billing centers, operations and maintenance centers as well as training centers located island-wide.

This certification scheme has been accredited for 19 scope sectors by RvA, The Netherlands, one of the world renowned accreditation bodies. The scheme has also been accredited by the Sri Lanka Accreditation Board (SLAB) for 22 scope sectors. Therefore, this certification is recognized globally, with over one million companies and organizations in over 170 countries certified to ISO 9001.

SLT successfully achieved this certification with the support of a strong in-house resource pool of fully competent, qualified and experienced auditors who are registered with the International Register of Certified Auditors (IRCA), UK. The ISO 9001 standard sets out the requirements for an organization's QMS in order to enhance efficiency and customer satisfaction, with a focus on continual improvement.

Kiththi Perera, the Chief Executive Officer of SLT said, "This certification has

helped us to further enhance our efficiency and productivity whilst helping to keep costs to a minimum. Our QMS was first implemented in the year 2010 and we first received the ISO 9001 certification back in 2011. We have not stopped there, but continue to maintain and continually improve our QMS as well as related internal processes according to the requirements of the ISO 9001:2015, always ensuring that we adhere to the best practices in the ICT industry, thereby playing a catalytic role in our country's development."

The SLT Group provides a full range of ICT facilities and services in the areas of voice, data, broadband, wholesale, enterprise, IPTV services as well as a wide range of digital solutions.