

Sri Lanka Telecom Receives ISO 9001:2008 Certification



Sri Lanka Telecom (SLT), was recently awarded the ISO 9001:2008 certification by the Sri Lanka Standards Institute (SLSI) for its Quality Management System established in its Call Centre and Customer Service Centres.

The Customer Service Centres include the Regional Telecom Offices and Teleshops at Havelock town, Maradana, Nugegoda, Rathmalana, Wattala, Kotte, Kalutara, Panadura, Anuradhapura, Chillaw, Gampaha, Gampola, Kandy, Kurunegala, Matale, Negambo and Polonnaruwa and also their associated Account Offices. The Customer Service Centres are the most important customer touch points where customers can meet SLT staff to obtain required services. The SLT Call Centre is another important customer touch point, providing many services such as customer complaint handling, providing information on SLT products and services and providing operator assistance on local and international calls and telegram services.

Greg Young, CEO, SLT, commented, “quality service and customer care has always been at the forefront of our business and receiving ISO 9001:2008 certification is confirmation of this. The implementation of the ISO 9001:2008 Quality Management

System will help to further streamline SLT activities and encourage conformance and continuous improvement for the benefit of our valued customers”.

Kanchana Ratwatte, Chairman, SLSI, pointed out that, “SLT has progressed well in the highly competitive environment during the past years and is expected to continue to grow in its strength as an established company in the telecommunication industry”.

