

Telenor Pakistan becomes the first telecom operator to achieve ISO 9001: 2015 QMS Certification

Karachi – January 06, 2016: Telenor Pakistan has become the first and only telecom operator in the country to attain the ISO 9001: 2015 QMS Certification. The ISO 9001: 2015 is a standard launched by International Organization for Standards (ISO) in September 2015 which helps businesses and organizations to be more efficient and improve customer satisfaction. The accreditation will help Telenor become more efficient, responsive and systematic in dispensing superior services and enhance customer satisfaction at par with contemporary global standards.

The ISO 9001: 2015 QMS certification was issued to the Software Engineering department at Telenor Pakistan after a rigorous audit of its operational capacity by an external audit body called Resource Inspections Canada Inc. The audit was conducted in December 2015, and reaffirms Telenor’s conformity with seven quality management principles namely customer focus, leadership, engagement of people, process approach, improvement, evidence-based decision making, and relationship building.

While lauding the efforts of Telenor Pakistan’s Software Engineering team, Michael P. Foley, CEO, Telenor Pakistan said, “We at Telenor Pakistan take pride in setting industry standards for high quality customer service and connectivity. The ISO 9001: 2015 QMS certification is another luminous addition to a host of industry-first achievements made by Telenor Pakistan. It not only endorses our resolve to empower our people, but also furthers our commitment to provide seamless telecom services, connectivity and digital inclusion to the people of Pakistan.”

The standard dictates that customer needs are the primary objective of quality management for long-term success of enterprises; not only to attract but also retain the confidence of customers by adapting to their future needs. It necessitates more reliable products and services with enhanced quality and low risk in terms of usability and robustness as well as enhanced focus on stakeholder management with assessment and awareness of the business / market context in its entirety.

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About Telenor Pakistan

Telenor Pakistan is a provider of high quality telecommunication services in Pakistan since 2005. It has over 34 million subscribers, over 3,000 employees and a nationwide network. Telenor also holds a majority share in Tameer Micro Finance Bank Limited. Telenor Pakistan is 100% owned by Telenor ASA and adds on to operations in Asia. For more information, please visit: www.telenor.com.pk

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