

The Borneo Post (Sabah)

EPerolehan contact centre gets ISO certification

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EPerolehan Contact Centre has been awarded the ISO 18295-1:2017 certification, joining the country's only seven contact centre operators certified with the international standard certification for customer contact centres.

The ePerolehan Contact Centre received the certification from SIRIM QAS International Sdn Bhd at the Majlis SIRIM Industri 2019 on Nov 8, 2019.

Commerce Dot Com Sdn Bhd (CDC) group chief executive officer (CEO) Muzafar Kamal Shahaluddin said the ISO certification marked another milestone for ePerolehan Contact Centre.

"The certification is a testimony of

our highly mature existing process for customer contact centre operations with measurable quality, productivity and customer focus," he said in a statement yesterday.

CDC is the developer and operator of the government electronic procurement system, ePerolehan.

He said the ePerolehan Contact Centre was able to meet the ISO standards within a five-month timeframe and fulfilled all applicable requirements with zero non-compliance during the audit.

"We have a growing number of clients nationwide and we want to give assurance to our continuous efforts to deliver the highest standard for overall service experience,"

he added.

The certification was presented by SIRIM QAS International chairman Datuk Syed Hisham Syed Wazir and CEO Mohd Azanuddin Salleh.

The ISO 18295-1:2017, introduced in 2017 by the International Organisation for Standardisation (ISO), specifies a framework for any customer contact centres that aims to assist in providing clients and customers with services that continuously and proactively meet or exceed their needs. — Bernama