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ePerolehan Contact Centre among the seven Contact Centre Operators in Malaysia awarded with ISO Certification

PETALING JAYA, 15 NOVEMBER 2019 – ePerolehan Contact Centre was recently awarded the ISO 18295-1:2017, joining the country's only seven contact centre operators certified with the international standard certification for customer contact centres. 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.

ePerolehan Contact Centre received the certification from Standard and International Research Institute of Malaysia (SIRIM) QAS International Sdn Bhd at the *Majlis SIRIM Industri 2019* on 8 November 2019. The certification was presented by SIRIM QAS International Sdn Bhd Chairman Datuk Syed Hisham Syed Wazir and Chief Executive Officer Mohd Azanuddin Salleh. Some 700 industry players and government agencies were also awarded various certifications and awards at the annual event which was held at the One World Hotel here.

Commerce Dot Com Sdn Bhd (CDC) Group Chief Executive Officer, Muzafar Kamal Shahaluddin, said the ISO certification marks another milestone for the 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,” said Muzafar.

He added that 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 on our continuous efforts to deliver the highest standard for overall service experience,” he said.

CDC is committed to pursuing excellence and delivering global best practices in its operations where apart from the ISO 18295-1:2017, the company was also certified with the ISO/IEC 27001:2007 Information Security Management System Certification in 2012.

Established in 1999, CDC is the developer and operator of the Government electronic procurement system, ePerolehan. The national project was implemented under the Electronic Government initiative as part of the MSC Flagship Applications. The Malaysian Government was the first in the world to implement electronic procurement on a nationwide scale when ePerolehan was introduced in 2000.

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