



Quality Management System.

(QMS ISO/9001)

Score For 2019/2020 Q2

Perspectives ScoreCard.		
QMS Customer Perspective		
Strategic Objective Name.	Score.	
	EBU NPS Details - To Offer The Highest Possible Standard Of Products To Our Customers	100.00%
	Consumer NPS Details - To Offer The Highest Possible Standard Of Service To Our Customers	100.00%
	Customer Quality Management In Terms Of Queue Management, Repeat Caller And Call Centre Accessibility	98.56%
QMS Financial Perspective		
Strategic Objective Name.	Score.	
	Achieve Effective Controls On The Key Internal Processes	0.00%
	Effective Monitoring Of QMS ISO9001:2015 Program Implementation	100.00%
QMS Internal Business Process Perspective		
Strategic Objective Name.	Score.	
QMS Learning And Growth Perspective		
Strategic Objective Name.	Score.	

Perspectives ScoreCard.		
	Improve Employee Awareness On QMS And Compliance	93.75%
	QMS Competencies	100.00%
FINAL SCORE:	74.45%	