



# 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	100.0
Consumer NPS Details - To Offer The Highest Possible Standard Of Service To Our Customers	100.0
Customer Quality Management In Terms Of Que 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	100.0
QMS Internal Business Process Perspective	
Strategic Objective Name.	Score.
QMS Learning And Growth Perspective	
Strategic Objective Name.	Score.
Improve Employee Awareness On QMS And Compliance	93.75
QMS Competencies	100.0

Perspectives ScoreCard.	
FINAL SCORE:	74.4