



Quality Management System.

(QMS ISO/9001)

Score For 2019/2020 Q3

Perspectives ScoreCard.		
QMS Internal Business Process Perspective		
Strategic Objective Name.	Score.	
Effective Monitoring Of QMS ISO9001:2015 Program Implementation	50.00%	
Achieve Effective Controls On The Key Internal Processes	0.00%	
QMS Financial Perspective		
Strategic Objective Name.	Score.	
Adherenace To Applicable Statutory Regulatory Requirements	0.00%	
QMS Customer Perspective		
Strategic Objective Name.	Score.	
Customer Quality Management In Terms Of Que Management, Repeat Caller And Call Centre Accessibility	96.09%	
EBU NPS Details - To Offer The Highest Possible Standard Of Products To Our Customers	100.61%	
Consumer NPS Details - To Offer The Highest Possible Standard Of Service To Our Customers	100.00%	
QMS Learning And Growth Perspective		
Strategic Objective Name.	Score.	

Perspectives ScoreCard.		
Improve Employee Awareness On Qms And Compliance	100.00%	
QMS Competencies	100.00%	
FINAL SCORE:	71.46%	