



# PRESS RELEASE

## ISO 9001:2015 QUALITY MANAGEMENT SYSTEM CERTIFICATION CEREMONY

Vientiane, December 14<sup>th</sup> 2017



On December 14<sup>th</sup> 2017, Banque pour le Commerce Extérieur Lao Public (BCEL) held the certificate hand-over ceremony which BCEL has received the certificate on Quality Management System, ISO 9001:2015. The certificate was honorable handed by **Mr. Pakasit Marksri**, Certification Manager of SGS Thailand and the representative of BCEL to receive the certificate is **Mr. Phoukhong Chanthachack**, General Managing Director of BCEL. The Ceremony was witnessed by many honorable guests including: BCEL's Management team, Chief of Divisions, centers, branch of BCEL and Management team from SGS (Thailand) Limited Company and along with the staffs of both parties and media and news reporters from various agencies.



“ISO” stands for International Organization for Standardization; “ISO 9001 Certified” is the international standard that specifies requirements for a quality management system which means that the organizations use the same standard to demonstrate its ability to consistently provide products and services to meet with the customer's requirements. And continually improve the services to satisfy customer's requirements under the regulation and related regulatory.

Previously, BCEL received the certificate on Quality Management System ISO 9001:2008 on November 26<sup>th</sup>, 2010. This certificate has issued for the service divisions of BCEL Head office which included Service Center and Treasury and International Service Division. By applying the standard of ISO, we have found the many good points to improve our bank as follows:

- Standardized the service procedures to prevent the certain mistakes, and easy to inspect.
- Having the best standard for working process with the certain written platform, clear and easy to understand.
- Reduce operating cost, and time. Prevent the mistakes of services
- Having a system which boost performance and lower labor cost and repeated working process issue,
- Consequently, making BCEL reliable and recognized by customers and society.



Having many good points above, in the end of the year 2017, BCEL moves forward to upgrade our standard to ISO 9001:2015 by the collaboration with SGS (Thailand) Limited Company to evaluate the requirement and condition.

News by: Product promotion & Marketing Section

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