



Infoline certified ISO 9001:2015

Demonstrating its commitment to provide high quality and consistent services to its clients, Infoline LLC, a leading BPO and ICT services organisation in Oman, has successfully been certified to prestigious ISO 9001:2015 Quality Management System Certification by Bureau Veritas.

Infoline was audited and certified as meeting the ISO requirements for provision of Contact Centre services, Business Process Outsourcing, Professional services and sales & services of IT Products for Telecom, BFSI, Retail, Automotive, Government, Oil and Gas & Travel Sectors etc.

The ISO certificate was received by Mohamed al Maskari, CEO of Infoline LLC from Ali Reza Lesan, operations manager - Certification, and Twinkle Chackola, sales & marketing manager, Bureau Veritas, Oman. Top management appreciated efforts of all the process owners and staff for vital role towards this accomplishment and also Dr Simon Joseph (Infobiz) for coaching, training and implementation support.

ISO 9001:2015 certification is in line with Infoline's commitment to ISO's fundamental concepts and principals of quality management which is reflected in their development of new technologies and solutions

through strong clients and partner relations. The risk and opportunity model of QMS will enable Infoline LLC to determine, timely act and monitor customer concerns, operational issues, control on external product/service providers and increase the customer satisfaction.

The accreditation helps Infoline to pursue further international validations required by the Business process outsourcing and IT enabled services industry.

"Business ethics have long been one of the main foundations of our operations. Therefore, we constantly adapt our processes to meet customers' expectations in terms of quality and procedures. This certification underlines our continuous commitment to customer satisfaction and quality improvement," said Maskari.

"Our team demonstrated strength and dedication throughout the ISO certification procedure. We value their unceasing perseverance and contribution to the growth and success of the company," he added.

Infoline's ISO 9001:2015 certification will allow the company to further strengthen its position as trustful partner by increasing efficiency, streamlining processes and linking business objectives with operational effectiveness.