

We at Sri Lanka Telecom (Services) Limited strive to exceed our most valued customer expectations by providing ICT solutions while meeting all regulatory and statutory requirements. In order to accomplish above, we maintain a quality management system conforming to ISO 9001:2015 at our organization.

Furthermore, we are committed to;

- Meet product quality first time right
- Being faster in our delivery lead-times
- Being always competitive and deliver value for money
- Continuously innovate and improve our product performance.

To do so, we will;

- Set and deploy SMART objectives to timely monitor and improve our process standards.
- Develop the competence level of all our employees and outsourced service providers through suitable training and development.
- Ensure to develop the infrastructure and the environment to achieve SMART objectives.
- Align ourselves with the most competent base of suppliers available in the industry, who can meet our requirements consistently.
- Strive to sustain our organization through timely response on all risks and opportunities arising due to the changes that occur in the internal and external context of the organization while meeting the needs and expectations of the internal and external stakeholders.
- Continually maintain and improve the effectiveness of our Quality Management System (QMS)

This policy will be communicated to all interested parties via notice boards, by email in our corporate website.



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General Manager

27/AUG/2021

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Date

