

Identification Services Bureau achieved Complaints Management System certification

In addition to the implementation of Quality Management System (hereinafter called ISO9001), the Identification Services Bureau (DSI) endeavors to improve the complaints handling process in order to optimize the quality system. The first certification of Complaints Management System (ISO10002:2004) for the entire bureau was conducted in March 2009, and DSI was awarded the certificate of Complaints Management System ISO10002:2004 by the British Standards Institution in May 2009, followed by the certification of ISO10002:2014 in 2014.

Through establishing a sound complaints management system, DSI provides channels for suggestions, complaints or objections to citizens, so as to take timely and appropriate actions in response to their need. DSI aims at setting up a complaints management system that is citizen-oriented, consistent, systematic and highly responsive, so as to enhance the quality of external services and thus achieve continuous improvement in work performance.

Identification Services Bureau

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