

**Identification Services Bureau was accredited Quality Management System**  
**(ISO9001:2008)**

The Identification Services Bureau has been striving to enhance the service quality through internal systematic management. In order to ensure the quality of services provided to Macao citizens, the Department of Travel Documents was first awarded the certificate of Quality Management System (hereinafter called ISO9001:2000) by British Standards Institution on 18 July 2001, following by the expansion of assessment scopes to the Division of Criminal Record in 2003, the Department of Organization and Information in 2005 and the Division of Administration and Finance in 2006. With the revision of ISO9001:2000 to ISO9001:2008 in November 2008, the Identification Services Bureau conducted the continuous assessment according to the new standards, and expanded the scope of assessment to the entire Bureau.

The Identification Services Bureau constantly optimizes the quality system to reinforce internal quality management and regular assessment. Besides, performance pledge for services in regard to travel documents, criminal record, organization and information support, administration and finance is set and publicly announced for public supervision.

The Identification Services Bureau continues to maintain the concept of “People-Oriented” and “Integrity and Impartiality” to cultivate employees’ team spirit, and provides efficient and superior services with sincere and courteous working attitude.

Identification Services Bureau  
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