

Amana Takaful's ISO 9001:2015 recertification affirms commitment to service quality

Tuesday, 23 June 2020 : Amana Takaful PLC (ATL) was reaffirmed ISO 9001:2015 recertification for both its General and Family (Life) Takaful businesses recently. The renewal underscores the company's continuous efforts to provide the highest service standards to its valued customers.

The ISO 9001:2015 certificate is a certification that is awarded to organisations that meet with the highest quality management standards stipulated by the International Standards Organization (ISO). The prestigious certification confirms that an organisation has met the requirements for a quality management system that showcases its ability to consistently provide products and services that meet customer expectations as well as applicable statutory and regulatory requirements. Based in Geneva, Switzerland, ISO is an independent, non-governmental international organization with a membership of 164 national standards bodies.

ATL obtained the certification in January 2011 and it has been renewed periodically ever since. The Accreditation Auditors, DNVGL Business Assurance Lanka, carried out an in-depth assessment of ATL's overall operations for General and Life Takaful and subsequently awarded the recertification at the conclusion of the audit.

As the pioneer Takaful provider, ATL operates 38 branches and is set to expand further to better serve customers across the country. ATL continuously reaches out to customers from all segments of society and offers innovative and state-of-the-art insurance products that are convenient, affordable and reliable.



Photo Caption:

Image 1: Hassan Kassim, Managing Director - Amana Takaful PLC receiving the certificate from Rohitha Wickramasinghe – Operations Manager, DNVGL Business Assurance Lanka Pvt Ltd, Shehan Feisal – Chief Operating Officer Amana Takaful PLC and officials from both entities