

**ISO 9001:2015 CERTIFICATION PROGRAM  
CONSEPT PAPER**

DEPATMENT OF PENSIONS  
MALIGAWATHTHA  
COLOMBO 10

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**DEPARTMENT OF PENSIONS**

**ISO 9001:2015 CERTIFICATION PROGRAMM**

**CONCEPT PAPER**

**(DRAFT)**

## **1 ABOUT US**

The Department of Pensions (DoP) is the pioneer organization for pension disbursement for retired government officers and a dignified winner of National Productivity award, ensuring excellence in Public Sector services. Nearly 150 pensioners and stakeholders visit daily while its internal client base is over 400.

To preserve elevated client contentment, DoP has introduced a variety of facilities to its internal & external clients. The Department Library is one such facility provided where the waiting time of the client is catered with a productive channel to enhance their knowledge.

As DoP located in the heart of Maligawatta area, DoP library is open for the residents and their children in order to enhance the public access to Information and Communication Technologies (ICTs) and networked information resources while playing a vital role in community development.

Today, DoP library contains over 700 books in different categories and a range of locally published magazines as well. We would like your support on developing a Library Management System that will adhere the services and the demand for new knowledge along with information technology by committing to grow and adapting our knowledge hub to meet emerging needs.

## **2 OUR PASSION**

## **3 OUR SYSTEM STANDERDS**

## **4 INTERNATIONAL STANDERD**

### ***4.1 ISO STANDERDS***

The ISO addresses various aspects of quality management and contains best known standards. The standards provide guidance and tools for department to ensure that our products and services consistently meet internal and external customer's requirements, and that quality is consistently improved.

## 4.2 ISO 9001:2015

**ISO 9001:2015** standard is based on a number of quality management principles including a strong customer focus, the motivation and implication of top management, the process approach and continual improvement.

The 2015 edition features important changes, which the ISO subcommittee that developed and revised the standard, refers to as an “evolutionary rather than a revolutionary” process and firmly into the 21st century. The earlier versions of ISO 9001 were quite prescriptive, with many requirements for documented procedures but ISO 9001:2015 is even less prescriptive than its predecessor, focusing instead on performance. The department expected to achieve the ISO 9001:2015 by combining the process approach with risk-based thinking, and employing the Plan-Do-Check-Act cycle at all levels in the organization.

## 5 TOWARDS ISO CERTIFICATION

- Define SMART Service Quality related Objectives (define KPI- Key Performance Indicators) for each division of the organization and achieve same. Monitor Achievements Monthly.
- System to implement Customer/ Client Complaints if any and act immediately. Collect Feedback (view on our service) and analyze same bi annually, in view of ensure best service. Implement internal customer concept.
- Take corrective actions by eliminating root-cause. Implement Internal Quality audit System and Check Processes take actions to streamline activities in its initial stage.
- Define Quality Policy and Identify and document (soft copy or hard copy) Key and Support Service Processes to achieve the Policy. If necessary write work guidelines. Prepare Master set of internal formats, external formats / circulars/ registers.
- Define record retention time-method of disposition. Training on staff on ISO Awareness, Internal Quality Auditing.

## 6 TIMESPAN

**ATTACHED**

## 7 EXPECTED ENHANCEMENTS

The core strength of ISO is its decentralized, professional, member-based system for developing International Standards. It is through the department members that can identify and serve the needs of pension process and society, engage a broad variety of stakeholders, disseminate standards and support their implementation. In order to ensure high-quality standards, DoP wishes to excel in the core business of developing standards – which includes applying following good standardization practices.

- seeking sustained success through the implementation of a quality management system
- pensioners seeking confidence in an department's ability to consistent services conforming to their requirements;
- organizations seeking confidence in their supply chain that their product and service requirements will be met
- DoP and interested parties seeking to improve communication through a common understanding of the vocabulary used in quality management
- performing conformity assessments against the requirements of ISO 9001
- provider training, assessments and advices in quality management and development with other related standards

## 8 ATTAINMENTS

## 9 FUNCTIONAL ELITES

## 10 COST INVOLVEMENT

Consultancy fee is **LKR 400,000** (can be paid Stage by stage ) **Fee for Certification Body SLSI ( Sri Lanka Standards Institution ) is LKR 150,500/=**

