

PRESS RELEASE

PCSO Goes ISO

December 18, 2015

The Philippine Charity Sweepstakes, as a key charity government agency which carries out a humanitarian mission of generating and providing funds for health and welfare activities and projects nationwide, is committed to continually improve its public service delivery by aiming to be ISO 9001:2008 certified.

The TUV-Rheinland conducted its first stage audit of PCSO on December 3, 2015 and PCSO successfully passed. The second stage audit was conducted on December 17 and 18, 2015 by the same international certification body and has been recommended for certification.

This endeavor of PCSO aims to continually monitor and manage quality in its operations, to increase productivity, reduce unnecessary costs, ensure quality of processes, services and products and ultimately enhance organizational performance and achieve customer satisfaction.

PCSO intends, not only to establish Quality Management System in the organization, but also plans to sustain and continually improve its processes and customer service delivery. With ISO 9001:2008 certification, PCSO in its pursuit for quality, excellence and continual improvement, is also confident that it will constantly meet customer needs and satisfaction in the conduct and management of its online lottery procedures and processing of prize claims.

Noted:

sgd.

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