

## **ELNET AS ISO 9001 : 2008 CERTIFIED ORGANIZATION**

With a committed Quality Policy of providing professionally managed contemporary infrastructural facilities to IT and ITES industry, to achieve high customer satisfaction through trained manpower adhering to defined processes and continual improvement in service delivery. ELNET was awarded the ISO 9001-2000 certification on 24.01.07. Further, the company had undergone the re-certification audit which was conducted on 07.12.2009 by the accrediting agency TUV. The company had come out successfully in the auditing and obtained the certificate ISO 9001:2008.

This award of international certification has added significantly to the status of ELNET. By this award, ELNET has now a Quality Management System, which is on par with the stringent and demanding quality system requirement of the world. While ELNET has a unique history of being the first institution in India to create and support IT Park, today it has turned out to be more unique by subjecting its processes to the exacting quality requirements.

By submitting the processes to the requirements of ISO 9001 : 2008 standards, ELNET has demonstrated its concern for the customers. By fulfilling this standard's requirements, ELNET makes its processes transparent and focused on customer's needs. This is used as a basis for

- a] Determining the performance efficiency of different service teams
- b] Capturing changing customer perception about services rendered
- c] Examining the scope for introduction of new services and updating the

technology with the existing services

d] Offering scope for customers to voice their opinion freely and frankly

e] Enabling the staff to understand the degree of congruence of their perception and customers' perception about the services rendered

f] Identifying the weak links in the service chains, realizing that the 'weakest link determines the strength of a chain

g] Being innovative in introducing cost-effective solutions to estate problems like parking, security and maintenance.

With such an approach to fulfilling customers' requirements, the management of ELNET has a regular one-to-one interaction with the customers so as to adopt customer-specific solutions rather than a general solution, as conditioned by the ISO 9001 : 2008 requirements.

ELNET strongly believes that 'organization scope stems from collective effort and constant endeavor to achieve excellence.' Ultimately ELNET has an ambition to remain a pioneer and retain its unassailable status in every sense in the industry, exploiting the ISO 9001 : 2008 requirements to the maximum