

7 October 2014

VODAFONE UK BOLSTERS QUALITY PORTFOLIO WITH ISO 20000 CERTIFICATION

Vodafone UK today announced it has been certified to ISO 20000, the international standard for implementing and maintaining an integrated process approach for the delivery of quality Service Management. The certification was awarded by LRQA, a member of the Lloyd's Register group, and applies to the provision of mobile voice and data services to Vodafone's customer business units in the UK. It confirms the company has a robust set of policies and controls in place to plan, establish, implement, operate, monitor, review, maintain and improve its Service Management Systems.

The announcement comes shortly after Vodafone became the first telecoms firm in the UK to achieve a UK Government Cyber Essentials Plus accreditation, bolstering its already impressive security proposition, and also achieved ISO 27001 for the first time.

"Vodafone is known for its leadership position in the quality of its systems and we are committed to retaining this position," said Ferhan Gunen, Head of Service Operations, Technology UK at Vodafone UK. "Our standing as a trusted partner to the public sector means ISO 20000 is an essential part of our portfolio

"We are committed to being a safe pair of hands for our customers. We will continue to evolve to cater to the needs of our customers and maintain the high quality standards that they have come to expect from us."

The ISO 20000 is the international IT Service Management standard that enables IT organisations (whether in-house, outsourced or external) to ensure that their IT service management processes are aligned both with the needs of the business and with international best practice. See [here](#) for more information. Vodafone has already been awarded ISO certifications in information security management (ISO 27001), quality management (ISO 9001) and business continuity (ISO 22301).

-ENDS-

news release



For further information:

Vodafone UK Media Relations

Tel: 01635 666777

Email: ukmediarelations@vodafone.com

Text100

Tel: 020 8846 0700

Email: VodafoneUK@text100.co.uk