

Identification Services Bureau achieved Quality Management System certification

The Identification Services Bureau (DSI) has been striving to enhance service quality through internal systematic management. In order to ensure the quality of services provided to Macao citizens, the Department of Travel Documents was first awarded the certificate of Quality Management System (ISO9001:2000) by the British Standards Institution on 18 July 2001, followed by the extension of assessment scopes to the Division of Criminal Record in 2003, the Department of Organization and Information in 2005 and the Division of Administration and Finance in 2006. During the transition from ISO9001:2000 to ISO9001:2008 in November 2008, DSI conducted the continuous assessment according to new standards and expanded the assessment scope to the entire Bureau. Moreover, the International Organization for Standardization (ISO) revised the standards of Quality Management System in 2015 and introduced ISO9001:2015 version which lifted the requirement for the Quality Management System. DSI was awarded the certificate of ISO9001:2015 in April 2018.

DSI constantly optimizes the Quality Management System to reinforce internal quality management and regular assessment. Besides, DSI reformed its organizational structure on 14 December 2017 to improve its operations. Service performance pledges in regard to travel documents; criminal record; research & development and archive management; administration and finance; association and foundation registration; general affairs; and resident identification were set and publicly announced for public supervision.

DSI continues to maintain the concept of “People-Oriented” and “Integrity and Impartiality” to cultivate employees’ team spirit, and provides efficient and superior services to citizens with sincere and courteous working attitude.

Identification Services Bureau
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