

## TCL Communication Achieves global ISO 9001-2015 and TL 9000 Certification



Paris – July 17, 2018 – TCL Communication has achieved the internationally recognised standard ISO 9001-2015 certification after an audit at five sites in China (Factory and 4 R&D) and two sites in Europe (Paris & Milan). Thanks to this realization, our certification scope covers all the company's operations, including Design, Development and Manufacturing, Sales and After-Sales, with the most recent ISO 9001 version.

The ISO 9001 certification is a global reference for enabling businesses to adhere to a quality management system that focuses on principals gauged towards efficient daily operations. These core goals target customer satisfaction, are process oriented, place emphasis on leadership and propose continue improvements using evidence-based decision making.

TL 9000 is a quality management system (QMS) developed by the QuEST (Quality Excellence for Suppliers of Telecommunications Forum). Based to ISO 9001 and dedicated to Telecommunication industry, TL9000 is an excellence label for industry best practices.

*"TCL Communication is certified ISO 9001 since 2004 and TL9000 since 2011. Following the evolution of ISO 9001 to a new version in September 2015, we started the transition of our Quality Management System (QMS) with the aim of using this opportunity to strengthen our processes and enhance Customer satisfaction. In August 2017, our factory and R&Ds achieved the joint ISO 9001\_2015 and TL9000 registration. In May 2018, European Sales offices completed the certification process ISO 9001, finishing this important milestone for the business."* said Bruno Menanteau, Customer Care and Quality Director EMEA.

*"Within our organisation, we strive to safeguard an extremely high level of quality in all aspects of our activities. This is why the final transition to ISO 9001-2015 certification is important, as it gives us the correct tools to evaluate, identify, communicate and improve our products and services in the aim of satisfying our end customer,"* said Eric Vallet, General Manager at TCL Communication EMEA.

With the implementation of this, TCL Communication ensures that their commitment to client satisfaction and drive for improvement will only increase due to the effective and rigorous methods that have been put in place.

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### About TCL Communication

TCL Communication Technology Holdings Limited (TCL Communication) designs, manufactures and markets an expanding portfolio of mobile and internet products and services under three key brands – TCL, Alcatel and BlackBerry - with its portfolio of products currently sold in over 160 countries throughout North America, Latin America, Europe, the Middle East, Africa and Asia Pacific. Incorporated in Hong Kong, TCL Communication operates nine R&D centers worldwide, employing thousands across the globe. For more information, please visit [www.tclcom.com](http://www.tclcom.com).

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