



## **AWP China Upgraded to ISO9001:2015 Certificate**

Five years after having been certified as the first roadside assistance company in China with ISO9001:2008 in 2012, Allianz Worldwide Partners (AWP) China now celebrates its roots in professionalism and standardization in roadside assistance with the recent remarkable upgrade to ISO9001:2015.

ISO9001:2015 is an internationally recognized standard for quality management and qualification issued by the International Standardization Organization (ISO). Obtaining this certification demonstrates AWP China's capability in quality management, process control and implementation, as well as its commitment to continuously improving its service quality.

Compared to the 2008 certificate, the upgraded version attaches more importance to certifying the "service" element in the whole assistance value chain. In order to meet the demand of the roadside assistance market and provide quality services, AWP China has optimized the fast response mechanism of its roadside assistance team and has made contingencies with its professional skillset.

The company stands beside its customers 24 hours a day, 365 days a year with experts including communication experts, logistics experts, technicians, administrative assistants, and registered doctors and nurses, etc. It also initiates and deploys various resources to be able to respond quickly and accurately in difficult situations, with "Dare and Care, Anytime, Anywhere" as the core of the company's mission statement.

The enhanced service level is also a result of AWP China's recent initiative to constantly look at new digital technologies for better customer experience. For instance the company is delivering full digital solutions to enable customers to track roadside assistance process on mobile phones. It's also operating an online self-servicing claims portal for travel insurance.

Mr. Christophe Aniel, CEO of AWP Greater China, believes that "This certification is a demonstration of AWP China's commitment to high-quality services and full digitalization of the customer journey. The company's senior management team is dedicated to deliver best in class processes, tools and strategies for higher service quality delivery. With the ISO9001:2015 certification, we will continue providing our clients and customers with insurances and assistance solutions above market standards."

### **International Organization for Standardization**

The International Organization for Standardization (ISO) was established in 1946. It aims to promote the development of standardization worldwide to facilitate international coordination and mutual assistance of goods and services, and expand cooperation in knowledge, science, technology, and economy. Its main objective is to create international standards, coordinate standardization throughout the world, and undertake research in standardization with other international organizations. The ISO is the largest non-government standardization organization in the world, and a very important body in international standardization. China joined the ISO in 1978; the China State Bureau of Technical Supervision (CSBTS) is the representative body.