

Operational Efficiency

In October 2007 the Bank became the first public entity that obtained the ISO 9001:2000 certification for its procurement process. A Quality Management System (QMS) oriented to users, to prevent risks, and to continuous improvement was then implemented. The instruments used in the system include planning, surveys and direct interviews with users, the implementation of a Help Desk, access to updated information on the processes, performance indicators, as well as follow up and corrective actions in terms of the system's operation.

This quality certification is in line with the Bank's strategic plan, which includes having modern internal processes and an organization and culture of excellence among its objectives.

Moreover, the National Mint also obtained the ISO 9001:2000 certification for the production of coins and coin blanks.

