

CQS - Czech Association for Quality Certification
Pod Lisem 129, 171 02 Praha 8 - Troja
Czech Republic

CQS is the Certification Body accredited according to Standard EN ISO/IEC 17021:2011 by the Czech Institute for Accreditation under the registration No 3029 for the Certification of Quality Systems



C E R T I F I C A T E

No.: CQS 2274/2011

CQS - Czech Association for Quality Certification - certifies
that the Quality Management System of

Solutions and services, a.s.
Pařížská 23, 110 00 Praha 1, Czech Republic
Premises:
Ke Kablu 971, Praha
Přítkovská 1689, Teplice

has been assessed and found to be in conformity with the requirements of

EN ISO 9001 : 2008

with respect to the following processes:

Provision of Contact centre services under contractual arrangements with individual companies:

- Operation of customer service lines (call centre)**
- Operation of other communication channels (email, interactive forms, SMS)**

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The certificate is valid until: 22. 12. 2014
Certification decision: 22. 12. 2011
Date of issue: 22. 12. 2011
Date of change: 20. 11. 2012




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Jana Olšanská
Managing Director



CQS Members*:

Elektrotechnický zkušební ústav, s.p., Fyzikálně technický zkušební ústav, s.p., Institut pro testování a certifikaci, a.s., Strojírenský zkušební ústav, s.p., Technický a zkušební ústav stavební Praha, s.p., Technický a zkušební ústav stavební Praha, s.p. – odštěpný závod – ZÚLP, Textilní zkušební ústav, s.p.

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