



NicozDiamond Insurance Limited Celebrates ISO 9001:2015 Certification

NicozDiamond Insurance Limited, a member of First Mutual Holdings Limited, is excited to announce its recent achievement of ISO 9001:2015 certification. This globally recognised certification is a significant milestone, showcasing NDIL's dedication to quality, customer satisfaction, and operational excellence.

ISO 9001:2015 is an international standard that sets out the criteria for a quality management system (QMS). It focuses on delivering consistent, high-quality services by ensuring organisations optimise their processes, improve efficiency, and prioritise customer satisfaction. "For NDIL, this certification means that every aspect of our operations from underwriting to claims handling adheres to rigorous quality standards, ensuring that our clients receive reliable and top-notch service every time", said Mr David Nyabadza, NicozDiamond Insurance Managing Director at an occasion celebrating the achievement.

For the NicozDiamond Insurance clients, the ISO 9001:2015 certification guarantees that you are partnering with an insurer that places quality and consistency at the forefront. It assures you that the business follows globally recognised best practices, providing you with peace of mind that your insurance needs are being met by a company that values reliability and customer satisfaction. This achievement signals a commitment to delivering services that are dependable and tailored to meet client expectations, enhancing trust and confidence, he added.



SAZ Director Technical Services, Mr. Danmore Mabambe (left) handing over the ISO certificate to NDIL's Managing Director, Mr. David Nyabadza (right)



SAZ and NicozDiamond Insurance team at the celebration ceremony

This certification reinforces a culture of continuous improvement and collaboration by the NicozDiamond Insurance team. It establishes a structured framework that guides us to consistently refine our processes, allowing us to deliver the best possible outcomes for our clients. The certification promotes efficiency, accountability, and a shared commitment to excellence across all levels of our organisation. By obtaining this prestigious certification, NicozDiamond Insurance distinguishes itself as an industry leader, setting a new standard for quality in the local insurance sector. This achievement not only strengthens its competitive edge but also highlights our commitment to staying ahead in a constantly evolving market.

The journey towards excellence doesn't stop here. The business is committed to maintaining and expanding upon this certification by continually investing in staff training, integrating ISO principles across all its operations, and fostering a robust internal auditing process and the focus on innovation, quality, and improvement will ensure that it remains a trusted partner for all its clients, offering insurance solutions they can depend on. NicozDiamond has well established linkages with key intermediaries, coupled with the successful adoption of alternative distribution channels which have supported its growth and profitably and offers a wide range of personal and commercial insurance products as follows:



NicozDiamond Insurance team celebrating the ISO Certification achievement.

Personal Insurance Products

- House owners
- Householders
- Personal all risks
- Personal accident
- Motor Insurance
- Travel Insurance
- Hospital Cash Plan

Business Insurance Products

There are various policies that we offer under business insurance.

These policies cover:

- Assets all risks
- Business Interruption
- Goods in Transit
- Theft
- Money
- Glass
- Fidelity Guarantee
- Defective Workmanship
- Travel Insurance



Guest following proceedings at the ceremony.

Liability Insurance Products


- Public Liability
- Products Liability
- Employers Liability
- Residual Liability
- Professional Indemnity

Engineering Insurance Products

- Plant all risks
- Contractors all risks
- Machinery Breakdown
- Erection all risks
- Electronic Equipment
- Loss of Profits

Marine

- Marine Hull
- Marine Cargo

For more information, you may call (0242) 704911-4,  +263 775 512 010, email info@nicodziamond.co.zw, log onto www.nicodziamond.co.zw, or visit your nearest NicozDiamond Insurance office.

