

As Part of its ongoing commitment to excellence. **Tafaseel** is committed to provide services of international standards using high class technologies and processes to ensure the satisfaction of all stakeholders. **Tafaseel** shall follow a quality management system at each level for meeting the requirements of ISO 9001:2015, identifying the required skills and technologies and ensuring that only the best featured services will be handed over to our clients.

**Tafaseel** is committed to identify the training needs of our staff and is committed to arrange the necessary trainings at required time to improve their skills. We will pursue this policy through risk-based strategies and action plans supported by visible leadership and top management commitment. All directors/managers in **Tafaseel** are responsible for ensuring that all staff are aware about this policy and will establish goals and performance measures that takes the employees to higher levels, quality objectives are set in line with quality policy and are documented.

This quality policy shall be reviewed in the management review meetings to ensure the continuing suitability and effectiveness of this policy with respect to the implemented management systems.

**Quality** is a customer determination and we all at **Tafaseel** shall always strive to:

- Comply with requirements of ISO 9001:2015 Quality Management system in conjunction with applicable legal and statutory regulations, codes of practices and standards.
- Maintain and keep records of a quality management system in accordance with international standards, regulations and directives.
- Conduct periodic evaluation of our management system to ensure the effectiveness of it.
- Ensure an employment environment where continual improvement of quality management systems is ensured.
- Ensure all staff are fully trained and understand their role providing quality and good customer service.
- Always encourage all **Tafaseel** staff and internal stakeholders to offer suggestion for the improvement of our quality management system and suggestions shall be reviewed by the Management and implemented as appropriate.
- Provide services which fully meet customer requirements and focus on customer satisfaction.
- Develop or acquire services which are Cost effective, safe and reliable.
- Make sure the services and materials from suppliers are of consistent and as per the client's expectation.
- Strive for continual improvement in performance, underpinned by the necessary financial resources, highlight objectives and progress through internal and external communications.