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QUALITY POLICY STATEMENT

Quality will permeate Tasneef Training center's technical, operational and service delivery process. Our quality service culture is characterized by customer focus and continuous improvement in all we do:

The delivery of quality service shall be the focus of everyone at TTC as we achieve success in the long-term pursuit of quality, our people will strive to:

- Meet customer needs and exceed their expectations.
- Respond quickly and wisely to rapid changes in the business environment and changing customer needs.
- Attract and retain customers by being best - in - class.

To ensure continuing success of the quality initiative, our leadership will:

- Maintain an absolute, proactive and long-term commitment to customer focused, continuous service improvement.
- Understand the concepts, be familiar with the tools and encourage techniques that enable us to fully integrate customer focused continuous improvement in everything we do.
- Act as role models for the quality values of TTC.
- TTC has formulated an Impartiality committee for ensuring strict adherence to laid down impartiality norms and for reviewing of the norms on a time-to-time basis.

The General Manager, Management, Staff and Sub-contractors of TTC are fully committed to providing all our customers and potential customers with a service that fully meets their requirements.


The personnel certification process will ensure that all examinations and certification decisions are conducted in accordance with the requirements of the relevant standard. In addition, TTC is fully committed to ensuring that it fully complies with all legal and regulatory requirements and guidelines, relevant standards and all requirements of any regulatory body.

TTC will ensure that professional service will be offered and provided to the customers through the use of trained, experienced, competent team and support staff.

TTC will continually seek to improve the services offered and will do so through action upon customer's feedback, regular internal and external examinations, reviews of reports, reviews of staff performance and management review meetings.

Any customer who feels dissatisfied with any aspect of the services provided by TTC is encouraged to put in writing their complaint which will be responded to promptly and thoroughly investigated.

In conducting training and certification activities TTC fully understands the importance of ensuring the personnel certification process and all examinations are conducted in an impartial manner and no conflict of interest exists. To this end checks have been introduced throughout the personnel certification process to identify any potential conflicts of interest and an independent Impartiality Committee has been established to oversee the operations of TTC and in particular personnel certification process.

Approved by	Sign		
	Name		Eng. Saif Al Teneiji
	Designation		General Manager
	Date		10/04/2023