QUALITY POLICY

NQC's quality service culture is characterised by client focus and continues improvement in all the process we deliver. The delivery of quality service shall be focus of everyone at NQC as we achieve success in the long-term pursuit of quality. Team NQC strive to:

- Meet the client's needs and try to exceed client expectation
- Respond quickly and wisely to rapid changes in the business environment and changing clients' needs
- Attract and retain clients by being best in-class services

Our leadership continually take initiative to ensure success of quality initiative by:

- Maintaining an absolute, proactive and long-term commitment to client focused, continues service improvement.
- Understand the concepts, be familiar with the tools and encourage techniques that enable us to fully integrate client focused continues improvement in everything we do and deliver.
- Ensuring the strict adherence to the impartiality principle to laid down impartiality norms and for reviewing of the norms on a timely basis.
- Ensuring the certification process complies with the relevant regulations, standards and all requirements of regulatory bodies.
- Ensuring professional auditing service will be offered to clients through the use of trained, experienced and competent staff.
- Continually improve the services we offer and will do through acting upon client feedback, regular internal and external audits, and reviews of reports, reviews of staff management review meetings and management meetings.
- Ensure customer complaint in writing which will be responded to promptly and be thoroughly investigated and further ensure for the clients who disagree with the certification body decision that the right of appeal which be put before an independent appeals committee, comprising individuals of interested parties.

We fully understand the importance of ensuring that the certification process and all audits are conducted in an impartial manner and no conflict of interest and no conflict of interest and an independent impartiality committee has been established to observe the operations of NQC certification process.

Mohamed Al Mukhaini
Chairman
01st January, 2025