

 AL-KHALEEJ ACADEMY أكاديمية الخليج	Quality Learning Service Manual	Doc No: AKA-QLSM-01
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Annexure – 2: ISO 9001 & ISO 29990 Policy

We, at Al-Khaleej Academy commit towards “Provision of Designing, Preparing and executing training courses and programs in the fields of diplomacy & management”.

To help deliver on our mission, we have developed and deployed a comprehensive yet pragmatic Quality Management System, which subscribes to all appropriate legal and regulatory standards, and complies with the requirements of ISO 9001:2015 & ISO 29990:2010, thereby ensuring that we:

- ❖ *Fulfill the commitments made to the internal and external customers in an effective and efficient manner, exceeding their expectations.*
- ❖ *Enhance customer satisfaction by delivering high quality service in a timely, accurate and reliable manner.*
- ❖ *Establish SMART (specific, measurable, achievable, realistic and time bound) objectives.*
- ❖ *Allocate necessary resources and provide the required training to all employees.*
- ❖ *Ensure all interested parties are aware of our policy & communicated, understood and applied within the organization.*
- ❖ *Ensure that Quality policy is available to relevant interested parties, as appropriate.*
- ❖ *Are committed to the continual improvement of our Quality Management System, and involve our employees, customers, suppliers and all interested parties in activities to help achieve this.*
- ❖ *Provision of high quality training courses and services to learners and interested parties which satisfy their needs, in accordance with International applicable technical standards and International Legal Standards.*
- ❖ *Specific goals and targets are set to address learning needs of the learners and interested parties and integrate them into our business planning /process to develop appropriate curriculum program.*
- ❖ *Building high-performing human capital qualified for a fierce competitive market to ensure quality transfer of learning.*
- ❖ *Strong and maintained relationships with our suppliers and associates to ensure effective evaluation of learners and learning process.*

Meeting these high standards is the responsibility of the entire Al-Khaleej Academy team. We have a shared commitment to the effective operation of the Quality Management System, and to the achievement of this Quality Policy and the Objectives derived from it.



President of Academy

01st December'2016