

Quality Policy

The continuing Quality Policy of Tamkeen is to provide a high quality, professional and efficient service to ensure the satisfaction of all of the requirements of our clients. This achievement will result in securing efficiency, a strong customer focus and enhancement of long-term sustainability and corporate responsibility within the Organization.

The Management Team at Tamkeen will show leadership and commitment, and bear the responsibility for establishing, implementing, integrating, and maintaining the Quality Management System.

We undertake to ensure sufficient resources are made available within the Organization to achieve this. We undertake to ensure through communication, engagement, practical example and training that Quality is the aim of all members of the Organization.

Through direction and support, each employee will have a proper understanding of the importance of the Quality System function, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the Organization.

Equally, every employee is responsible for, and will be trained to perform, the duties required by his or her specific role.

The Organization has a Policy of promoting continual improvement and setting Quality Objectives in line with the framework laid down within ISO 9001:2015 Standard. These objectives will address the risks and opportunities within the Organization as determined by Top Management.

We hereby certify that this Quality Manual, Departmental Manuals and Processes accurately describe the Quality System in use within the Organization to meet the requirements of ISO 9001: 2015. The Quality System will be monitored, measured, evaluated involving Risk-based thinking and enhanced regularly under the Top Management's ultimate responsibility, with regular reporting and communication of the status and effectiveness at all levels. This policy is appropriate to the purpose and our organizational strategy and context. We are committed to satisfying the applicable requirements.

Our Policy is available to all interested parties and is communicated, understood, and applied across the organization.

Maha Mofeez

Maha Mofeez (Dec 13, 2023 15:41 GMT+3)

Maha Mofeez

Chief Executive - Labour Fund (Tamkeen)