

Al Mashreq Training's Quality Policy

VERSION	EXPIRY DATE	REVIEWED BY
2	March 1, 2027	Mr. Hasan Ahmed

Our Commitment to Quality

Al-Mashreq Training specialises in providing administrative and commercial training services. We are committed to delivering exceptional customer service standards through the provision of safe, reliable, and market-leading training solutions. Our focus is on developing and maintaining an excellent reputation for customer satisfaction and service excellence.

Quality Management System

To achieve our quality objectives, Top Management at Al-Mashreq Training has established and implemented a Quality Management System based on the principles and requirements of ISO 9001:2008. The system provides a structured framework for managing processes, improving performance, and ensuring consistent service delivery.

Continual Improvement

Management and employees at Al-Mashreq Training are committed to the continual improvement and effectiveness of the Quality Management System. This commitment is demonstrated through the ongoing development, implementation, and maintenance of quality improvement programmes aligned with the framework established by this policy.

Compliance and Stakeholder Requirements

In addition to complying with the requirements of ISO 9001:2008, Al-Mashreq Training is fully committed to meeting applicable legal and regulatory obligations, fulfilling stakeholder requirements, and addressing any other requirements considered necessary to support the success and sustainability of the organisation.

Employee Development and Resources

Top Management is committed to providing the necessary training, development opportunities, and resources required for employees at all levels. This ensures effective planning, implementation, monitoring, and continual improvement of the Quality Management System.

Work Environment and Employee Participation

Al-Mashreq Training is dedicated to fostering a positive and collaborative work environment built on the principles of shared learning and continuous development. We encourage employee involvement, proactive participation, and open communication through an open-door policy, promoting ownership and engagement in quality improvement initiatives.

Communication and Policy Review

Top Management will ensure that this Quality Policy is communicated, understood, and made readily available to employees, customers, and all relevant stakeholders. The policy will be reviewed annually to ensure its continuing suitability and effectiveness in supporting the organisation's operations and strategic objectives.