

## Quality Policy

The Student Learning Support Center (SLSC), Qatar University has developed and implemented this policy as part of our commitment to quality, continual improvement, customer focus, risk management and compliance.

**We, the management and employees in the Student Learning Support Center, are committed to provide high quality services consistently by empowering students with knowledge and skills to help them achieve their academic, personal and professional goals.**

This is achieved through the consistent application of a Quality Management System, the main objectives of which are:

- Offering high standard of service by utilizing competent professionals.
- Exceeding the expectations of Qatar University by excelling in operations.
- Increasing the efficiency of employees and empowering them by training and coaching.
- Focusing on modernization and technology to increase operational efficiency.
- Closely interacting with and monitoring service providers to establish highest quality standards.
- Achieving timely delivery as per specification and requirements.
- Attending and resolving complaints in a timely manner ensuring customer satisfaction.
- Progressively reducing customer complaints.
- Ensuring continual improvement by setting and measuring objectives, carrying out regular quality audits, undertaking corrective action and conducting regular reviews by top management.
- Compliance with all legal, regulatory and contractual requirements.
- Identifying and addressing risks and utilizing the opportunities.

This policy will be displayed prominently in the SLSC Office and will be available externally to all interested parties on request. It will be kept up to date and will be amended to suit any changes in the size or nature of the SLSC activities. The policy shall be reviewed every year.



Dr. Yasser Hussain  
Director of Student Learning Support Center  
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