



## Quality Policy

The Chief Strategy and Development Office, 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 Chief Strategy and Development Office, are committed to provide high quality services to improve operational efficiency, promote excellence and achieve key strategic goals.**

This is achieved through the consistent application of a quality 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.
- 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 Chief Strategy and Development 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 activities. The policy shall be reviewed every year.

Khalid Al-Khanji

Chief Strategy and Development Officer

16 December 2020