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Quality Techno Certification

Quality Policy



Quality Techno Certification (QTC), for audit and certification services based in Riyadh , KSA, Company was established in 2019, and we are able to work to meet the needs of organizations of all sizes and all types.

Our quality service culture is characterized by client focus and continuous improvement in our services.

Quality service delivery shall be the focus of every member of our team. As we aim to achieve success in the long term, our people will strive to:

- ✓ Meet client needs and exceed client expectations.
- ✓ Respond quickly to rapid changes in the business environment and in client needs.
- ✓ Retain and attract clients by being best-in-class.

The General Manager, Management, Staff, and Sub Contractors of Quality Techno Certification (QTC), are fully committed to:

- ✓ Provide all our recent and potential clients with a service that fully meets their requirements.
- ✓ Maintain an absolute, proactive, and long-term commitment to client-focused, continual service improvement.
- ✓ Understand the concepts, be familiar with the tools, and encourage techniques that enable us to integrate client-focused continuous improvement in everything we do fully.
- ✓ Quality Techno Certification (QTC) Has formulated an Impartiality committee for ensuring strict adherence to laid down impartiality norms and for reviewing of the norms on a time-to-time basis.

The certification Procedure will ensure that all audits and certification decisions are conducted in accordance with the requirements of the ISO 17021 standard. In addition, Quality Techno Certification (QTC) is fully committed to ensuring that it complies with all EGAC regulations, relevant standards, and requirements of any regulatory bodies.

Quality Techno Certification (QTC) will ensure that professional service is offered to clients through the use of trained, experienced, and competent audit and support staff.

Quality Techno Certification (QTC) will continually seek to improve the services it offers and will do so by acting upon client feedback, regular internal and external audits, reviews of reports, reviews of staff, and management review meetings.

Any client who feels dissatisfied with any activity of the service provided by Quality Techno Certification (QTC), is encouraged to submit a complaint, which will be responded to promptly and thoroughly investigated.

Any client who disagrees with a Certification Decision has the right of appeal, which will be put before an independent Appeals Panel comprising individuals who are not employees of Quality Techno Certification (QTC).

In conducting certification activities, Quality Techno Certification (QTC) fully understands the importance of ensuring that the certification Procedure and all audits are conducted impartially and no conflict of interest exists. To this end, checks have been introduced throughout the certification Procedure to identify any potential conflicts of interest. An independent Impartiality Committee has been established to oversee the operations of Quality Techno Certification (QTC), particularly the certification Procedure.

Managing Director

Ahmed Muslmany