

Taslam for Training and Consultancy Center LLC/ OPC is committed to provide highest Quality, professional and efficient training and consultancy services to ensure the satisfaction of All of the requirements of our learners, clients, stakeholder and interested parties. This Commitment shall ensure the securing efficiency, a strong customer focus and enhancement of Long-term sustainability and profitability within the organization.

Taslam Center is committed to ensure the achievement of this policy by:

- Setting quality objectives and targets for establishing, reviewing and maintaining quality management system based on international ISO- 9001:2015 standard to fulfill and meet applicable local and international, statutory, and regulatory authorities.
- Strive to provide the highest quality of training and consultancy services to ensure customer satisfaction.
- Undertake to ensure sufficient and adequate resources are made available within the Taslam Center.
- Undertake to ensure through communication, engagement, practical example and training that Quality is the aim of all learners and customers.
- Provides a good working environment and striving to protect customers from potential occupational risks and illness during the services at Center facility.
- Study the requirements of customers and provide effective training and consultancy services to ensure they are met with their requirements and expectations.
- Understanding the needs and expectations of customers and other interested parties.
- TTCC shall communicate internal and external issues relevant to quality requirements.
- Understanding of the importance of the Quality System function of all trainers and employees and their responsibility to contribute to its effectiveness, and its direct relevance to the success of the Organization.
- The Quality System will be monitored, measured, evaluated and enhanced regularly under the Top Management's ultimate responsibility, with regular reporting and communication of the status and effectiveness at all levels.
- Review the performance of the Center regularly and set the correction and action plan for continual improvement.

Sara Almansoori
General Manager

