



IITME QUALITY POLICY

International Institute of Management Education is committed to providing its clients with service of the highest possible level of quality. In order to achieve this, we are continually improving our services, meeting and exceeding the client's satisfaction always. It is compulsory that all staff recognize and accept our philosophy of quality service delivery, accepting accountability for their own output.

Commitment:

- Fully identify and conform to the needs of our clients improving their satisfaction.
- Monitor and review our service provision and processes, identifying potential errors and implementing the necessary actions to eliminate them.
- Provide extensive staff training, promoting a 'DO IT RIGHT FIRST TIME' attitude towards quality.
- Achieving and maintaining a standard of excellence in the operation of our business.
- Maintaining our reputation for honesty and integrity and ensuring that this is reflected throughout the organization.
- Providing enough resources and equipment to ensure that we can operate to the documented management system. The management system is based on the principles of ISO 9001:2015, the International Standard for Quality Management Systems.
- Ensuring that our quality management system provides a framework for the management and of in Quality, environment health & safety. It also assists in establishing and reviewing strategic objectives for the company.
- Continually monitoring and reviewing our Quality Policy to ensure that it remains relevant and effective to the changing needs of our customers.
- Continuous appraisal of our business to ensure that the quality of service we provide fully and consistently meets our clients' expectations.
- The effectiveness of our quality system is monitored by planned audits, management reviews and clients' satisfaction surveys to ensure quality service delivery.

In order to maintain our commitment to high levels of quality service delivery, we proactively seek to:

Implementation:

This Quality Policy shall be reviewed annually. Responsibility for compliance to this policy rests with the Managing Director, who will monitor the effectiveness of the Policy and its associated initiatives.

This Quality Policy shall be displayed prominently, and access to the complete Quality Manual detailing procedures shall be made available on the premises for reference by any employee.