



FIRST QUALITY CERTIFICATION

Quality Policy

First Quality Certification (FQC) aims to be the preferred third-party management system assessment company in the UAE and the region, and commits to continuously provide friendly, efficient and high-quality service to our clients in every aspect.

First Quality Certification (FQC) recognizes that maintaining quality standards in our work and the effective management of our clients, staff and certification process are vital to our operations, our reputation, our professional integrity and to the satisfaction of our clients.

Hence, our Quality Policy is defined and driven by the following management principles and behaviour:

- Strengthening the FQC brand in the UAE and international market through affiliations and membership in international organizations, obtaining and maintaining relevant authorizations, recognitions and accreditations, among others;
- Developing an ethos that is both friendly and professional;
- Commitment to always provide a high standard of service to clients by handling and dealing with clients' queries promptly and efficiently and understand what is important to them;
- Achieve our compliance obligations to our clients, our community and the authorities;
- Ensure our systems meet the requirements of ISO 17021 and all other legislations applicable for the efficient and effective operations of the company;
- Commitment to continuously improve our quality of service through improvement of our internal rules, policies, procedures and personnel training, in order to exceed clients' expectations;
- Provide staff with the necessary resources and authority needed to perform their duties;
- Careful selection of external providers;
- Continue to build, make opportunities and develop staff and auditors' competencies, reliability and encourage them to develop their full potential through availability of training, development programs and progress
- Show strong management support and involvement in fully utilizing the staff talents and resources in order to maintain a highly competent and motivated team and to maximize company's efficiency;
- Make conscientious effort to comply and maintain quality and service commitments to our clients;
- Develop, implement and maintain internal rules that provides safe, secured and healthy working environment for our staff and internal rules that provides protection to our environment;
- Continue to seek technological advancements and practical solutions in our business operations such that it reduces our energy consumption, the volume of paper generated, and office wastes produced.

This policy is our statement of commitment. It is known, communicated, understood and applied throughout the company and are reviewed periodically. Any change in the pertinent aspect of our company status and operation is duly notified to the regulatory and accreditation body.


Rashid Matar Al Qubaisi
Chief Executive Officer (CEO)

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