

# Quality Policy

The Quality Department is considered one of the key pillars in enhancing the efficiency and effectiveness of the Environment Authority. It ensures the application of excellence by achieving continuous improvement in quality standards and providing services in line with optimal institutional performance. The department works on:

- **Implementing quality methodologies:** Building an institutional culture focused on quality in all aspects of work.
- **Ensuring compliance:** Monitoring and developing operations according to regulatory standards and applicable laws.
- **Improving services:** Enhancing the satisfaction of stakeholders and the targeted community.

## Commitment to International Standards

The Quality Department is committed to implementing the Quality Management System in accordance with the requirements of the international standard **ISO 9001:2015**, focusing on:

1. **Customer focus:** Understanding and meeting customer needs while ensuring their satisfaction.
2. **Quality objectives:** Setting clear objectives that align with the strategic goals of the authority.
3. **Resource provision:** Ensuring the efficiency and effectiveness of the quality system.
4. **Employee empowerment:** Through training, development, and open communication.
5. **Compliance:** With all relevant legislation, laws, and regulations.
6. **Enhancing professional relationships:** With suppliers and stakeholders to improve performance and ensure efficiency.
7. **Risk management:** Measuring and monitoring the quality system to enhance processes and services.

## Commitment to Continuous Improvement

The Quality Department is committed to:

- **Periodic review:** Reviewing the quality policy and objectives to ensure their relevance and effectiveness.
- **Effective communication:** Disseminating the policy among stakeholders and receiving their suggestions.
- **Achieving continuous improvement:** In the services and activities of the authority to ensure comprehensive quality.