



## TIC FOR QUALITY CONTROL (TIC)

Doc No:  
TIC-IMS-QM-A-24-05

Issue No. and Date:  
01/15<sup>th</sup> August 2024

Revision No. and Date:  
0/15<sup>th</sup> August 2024

## QUALITY POLICY

Quality pervades TIC Quality Control's(TIC) technical, operational and client service delivery process. Our quality service culture is characterized by client focus and continuous improvement in all we do:

The delivery of quality service shall be the focus of everyone at TIC. As we achieve success in the long-term pursuit of quality, our people will strive to:

- Meet client needs and exceed client expectations.
- Respond quickly and wisely to rapid changes in the business environment and changing client needs.
- Attract and retain clients by being best-in-class.

To ensure continuing success of the quality initiative, our leadership will:

- Maintain an absolute, proactive and long-term commitment to client focused, continuous service improvement.
- Sustain consistent quality that meets the requirements of ISO 9001:2015 Quality management system, ISO 14001 Environmental management systems — Requirements with guidance for use, ISO 45001 Occupational health and safety management systems — Requirements with guidance for use, ISO/IEC 17020:2012 Conformity assessment — Requirements for the operation of various types of bodies performing inspection, and ISO 17065:2012 Conformity assessment — Requirements for bodies certifying products, processes and services.
- Understand the concepts, be familiar with the tools and encourage techniques that enable us to fully integrate client focused continuous improvement in everything we do.
- Act as role models for the quality values of TIC.
- TIC. has formulated an Impartiality procedure and pledge for ensuring strict adherence to laid down impartiality norms and for reviewing of the norms on a time-to-time basis.



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The certification process will ensure that all evaluation and certification decisions are conducted in accordance with the requirements of the relevant standard. In addition, TIC. is fully committed to ensuring that it fully complies with all Accreditation body regulations, relevant standards and all requirements of any regulatory bodies.

TIC. will ensure that all services will be will be accessible to all applicants and the services offered to clients using trained, experienced and competent evaluators and support staff.

TIC. will continually seek to improve the services it offers and will do so through acting upon client's feedback, regular internal and external audits, reviews of reports, reviews of staff, management review meetings and management meetings.

Any client who feels dissatisfied with any aspect of the service provided by TIC. is encouraged to put in writing their complaint which will be responded to promptly and thoroughly investigate.

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 TIC.

In conducting certification activities, TIC fully understands the importance of ensuring that the certification process and all audits are conducted in an impartial manner and no conflict of interest exists. To this end, checks have been introduced throughout the certification process to identify any potential conflicts of interest and an independent Impartiality Committee has been established to oversee the operations of TIC. and in particular the certification process.

**Rand Khalifa**  
**CEO**