Quality Policy

Quality is extremely important to our business, since it is the only parameter to quantify **Services Delivery** Standards.

We value our **Customers** and strive to provide our customers with products and services designed specifically to meet and exceed their expectations.

Almoayed ICT are committed to continuous improvement and have established a **Quality Management System** which provides a framework for measuring and improving our **Productivity, Efficiency & Performance**

Quality Management System -

Periodic gathering and monitoring of **Customer Experience** Feedback

Customer Complaints response procedure

Investing in **Training and Development** of our resources

Regular **Internal Audit** of Customer Centric Business Processes

Quality Standards are applied to all employees and to each and every business function directly or indirectly involved in the business process.

Almoayed ICT Management conducts regular reviews of audit results, customer feedback and complaints and internal business processes to identify gaps to continuously improve **Quality of ICT Solutions & Services** offered to our **Customers**.

Parag Bhave

Chief Executive Officer

July 2018