




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

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