

1. POLICY OBJECTIVE:

To establish a systematic process for identifying, implementing, and monitoring continuous improvement (CI) opportunities across all functions of the organization.

2. SCOPE OF POLICY:

Apply to all departments, processes, products, and services where improvements in quality, cost, delivery, safety, or customer satisfaction can be achieved.

3. STAKEHOLDERS:

	STAKEHOLDER	RESPONSIBILITY
3.1	Department Heads	Identify opportunities, allocate resources
3.2	Quality Team / CI Team	Facilitate improvement initiatives and training
3.3	Employees	Suggest and participate in improvements
3.4	Management	Review and approve major improvement actions

4. PROCEDURAL GUIDANCE:

4.1. Identification of Improvement Opportunities.

Sources of improvement may include:

- 4.1.1. Customer feedback or complaints
- 4.1.2. Internal audits or non-conformances
- 4.1.3. Process performance data (KPIs)
- 4.1.4. Employee suggestions
- 4.1.5. Benchmarking or best practices
- 4.1.6. Use tools like Pareto analysis, root cause analysis (RCA), or SWOT to assess areas for improvement.

4.2. Evaluation and Prioritization.

Evaluate proposed improvements based on:

- 4.2.1. Impact on quality, cost, or time
- 4.2.2. Risk reduction
- 4.2.3. Return on investment (ROI)
- 4.2.4. Feasibility and resource requirements
- 4.2.5. Prioritize using a scoring model or decision matrix.

4.3. Implementation.

- 4.3.1. Assign a team and define scope, timeline, and responsibilities.
- 4.3.2. Use CI methodologies such as:
 - PDCA (Plan-Do-Check-Act)
 - DMAIC (Define-Measure-Analyze-Improve-Control)
 - 5S, Kaizen events
- 4.3.3. Document actions and maintaining records (e.g., improvement project forms).

4.4. Monitoring and Verification.

- 4.4.1. Track the progress of implemented changes.
- 4.4.2. Measure results using defined KPIs or metrics.
- 4.4.3. Conduct follow-up audits or checks.
- 4.4.4. Ensure changes are sustained and standardized.

4.5. Communication and Recognition.

- 4.5.1. Communicate successful improvements across the organization.
- 4.5.2. Share lessons learned and updated procedures.
- 4.5.3. Recognize and reward contributions to CI.

4.6. Records.

- 4.6.1. CI Project Logs
- 4.6.2. Improvement Action Plans
- 4.6.3. KPI Reports
- 4.6.4. Audit Reports
- 4.6.5. Employee Suggestion Forms

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