

	QUALITY POLICY	Doc. No.	IMS-PMO-EHSP-PI-25
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QUALITY POLICY OBJECTIVE:

This policy enables and enforces a firm commitment by management and employees to establish a culture of excellence and continuous improvement. It aims to embed accountability among stakeholders towards quality assurance, operational efficiency, customer satisfaction, and compliance with industry standards assuring that stakeholders benefit from consistently high-quality experience.

RESPONSIBILITIES:

Management team Responsibilities.

- Commitment to Excellence – Ensure adherence to global quality standards, fostering a culture of precision and continuous improvement.
- Equal Growth Opportunities – Support the professional development of employees, enhancing skills and leadership for organizational success.
- Comprehensive Quality Framework – Maintain a structured Quality Management System (QMS), including policies, procedures, and work instructions to ensure consistency.
- Effective Governance & Compliance – Implement quality assurance through knowledge-driven decision-making, method statements, and risk assessments.
- Skill Development & Certification – Establish programs for competency evaluation, continuous learning, and professional accreditation for employees and contractors.
- Customer-Focused Quality Assurance – Prioritize stakeholder satisfaction, delivering solutions that align with industry best practices and client expectations.
- Sustainable Quality Practices – Integrate ethical, innovative, and environmentally responsible approaches into business operations.

Field staff responsibilities.

- Ensuring Quality Standards – Maintain high-quality service delivery by strictly adhering to established procedures and best practices.
- Commitment to Excellence – Execute tasks with precision, ensuring customer satisfaction, operational efficiency, and compliance with quality benchmarks.
- Adherence to Work Procedures – Follow approved processes, use appropriate tools, and apply the right skillset to uphold consistency and reliability in service execution.
- Proper Use of Equipment – Handle tools and machinery with care, ensuring they are used correctly and maintained to avoid operational disruptions.
- Proactive Reporting & Feedback – Provide timely and accurate feedback regarding quality concerns, process improvements, and operational challenges to drive continuous enhancement.

OBLIGATIONS AND COMMITMENT:

Management of NHL is committed to implement and practicing applied Quality regulations aiming at all work activities to be carried out in accordance with quality standards & plans agreed as per specifications.

Policy authorised by:



Mustafa S. Ali
Chief Executive Officer

Policy Issuance Date: 01-01-2025, Nudooj Limited, Head Office, Jeddah- Saudi Arabia

DOCUMENT POLICY: Printed copy is for reference use only.
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For more information, please visit www.nudooj.com or contact via Info@nudooj.com or +966597100996.