

Quality Policy for the Research and Consulting Institute at the University of Tabuk

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Review: Annual

1. Introduction

The Research and Consulting Institute at the University of Tabuk is committed to achieving academic and research excellence by delivering high-quality consulting and research services. This quality policy aims to establish a comprehensive framework for performance improvement and continuous quality enhancement, ensuring that our services meet the expectations of our stakeholders and contribute to sustainable development.

2. Vision

To become a globally recognized leader in providing distinguished consulting and research services, known for our quality, innovation, and ability to create a positive and sustainable impact on society.

3. Mission

To deliver high-quality research and consulting services that contribute to the strategic objectives of the university and meet the needs and expectations of our stakeholders through our commitment to global quality standards, the employment of specialized expertise, and the adoption of innovative and modern technologies.

4. Objectives

4.1. Achieving Excellence in Service Quality

- Deliver research and consulting services that comply with global standards, meeting or exceeding the expectations of stakeholders.
- Enhance the institute's reputation as the premier destination for high-quality consulting and research services.

4.2. Commitment to International Standards

- Implement the ISO 9001:2015 Quality Management System across all institute operations to ensure continuous improvement in performance and quality.
- Regularly review and update all processes and procedures to ensure full compliance.

4.3. Developing Human Capital

- Invest in the training and development of the institute's staff to ensure the delivery of high-quality services and the achievement of sustainable excellence.
- Foster a spirit of innovation and continuous improvement among all employees.

4.4. Continuous Improvement

- Embrace continuous improvement as a core part of the institute's culture, enhancing its ability to adapt to changes and meet evolving stakeholder needs.
- Utilize modern tools and techniques to measure and analyze performance, thereby enhancing operational efficiency.

4.5. Customer Focus

- Thoroughly understand the needs and expectations of stakeholders and work to meet these expectations with flexibility and innovation.
- Strengthen relationships with clients by providing customized services and consulting solutions that meet their unique requirements.

5. Commitment

5.1. Compliance with International Standards

- The institute is committed to implementing the ISO 9001:2015 Quality Management System, ensuring that policies and procedures are regularly reviewed and updated to maintain continuous compliance and adapt to any changes.

5.2. Continuous Improvement

- The institute relies on regular evaluations and thorough analysis of processes to ensure continuous performance improvement and the adoption of innovation in all areas of work.
- The institute is committed to providing the necessary resources to ensure the effective implementation of this policy.

5.3. Transparency and Clarity

- The institute is committed to providing a work environment characterized by transparency and accountability, where all processes and decisions are documented and monitored systematically.
- All employees are involved in achieving the defined objectives and fostering a sense of shared responsibility.

5.4. Customer Focus

- Emphasizing the importance of understanding customer needs and working to meet their expectations by offering innovative and effective solutions.
- Regularly measuring customer satisfaction and taking necessary actions to improve the quality of services provided.

6. Responsibility for Implementation

The top management of the Research and Consulting Institute is fully responsible for implementing this quality policy. The management is committed to providing the necessary resources and support to achieve the defined objectives and encourages all employees to contribute to enhancing performance and quality. Key Performance Indicators (KPIs) are established to monitor and analyze the quality of operations, ensuring that all activities contribute to achieving the institute's vision and objectives.

7. Policy Review

This quality policy will be reviewed periodically, at least once a year, to ensure its suitability and alignment with changes in the internal and external environment of the institute. The policy will be updated as necessary to accurately reflect our commitments and objectives in the area of quality and to ensure that it effectively contributes to excellence and leadership in delivering research and consulting services.

8. Documentation and Approval

Name:	Position:	Date:	Signature
Prof: Khalid Salem Alatawi	Research and Institute Dean	15-09-2024	