



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

Our Resources

Build Our Future

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University of Tabuk

Research and Consulting Institute

1. Commitment

1.1. 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.

1.2. 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.

1.3. 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.

1.4. 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.

2. 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.

3. 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.

4. Documentation and Approval

Name	Position	Date	Signature
Dr.Khaile Salem Alatawi	Research and consulting institute dean	15-09-2024	

