

QUALITY POLICY

UNIVERSAL -QP Issue 1 Rev 0

04-07-2022

High professional standard and quality assurance in education, training and consultancy services is essential for the trust of the students and the Business Partners. Universal Institute (UI) is committed to provide the best in **Educational and Consultancy Services to the Academics and Corporate Training** and maintain its position as a leading educational and training service provider, while consistently improving the quality of Services and further enhancing the philosophy and culture of the Institute.

Quality performance is achieved in the manner conforming to the following;

- Continual commitment to Quality with clear definition of the Institute's mission and objectives and quality assurance in the performance of its activities.
- Maintain an effective and efficient Quality Management System conforming to ISO 9001. Set measurable goals, review and act upon key performance indicators to continually improve the Services and Processes to comply with the requirements of ISO 9001.
- Develop a Quality culture among the employees. Actively encourage ownership and commitment to Quality Management System. Improve employee's competency and skills to deliver and maintain high standards of Service consistently.
- Identify all risks and opportunities and internal and external issues related to the Quality Management System and take steps to mitigate these risks and issues.
- Ensure compliance to applicable statutes & regulations.
- Endeavor to provide Services to the Client's complete satisfaction. Proactively identify and implement best practice throughout all areas of the business.



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UNIVERSAL INSTITUTE
For Private Training

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