QUALITY POLICY

ABCON is dedicated and committed to providing professional services in the field of **Personnel Certification**, fully compliant with the **Quality Management System** and client requirements, executed by its competent team of professionals.

ABCON management is keen on implementing, maintaining, and continually improving the Quality Management System in line with the requirements of **ISO/IEC 17024:2012 (Conformity assessment – General requirements for bodies operating certification of persons)** and all applicable statutory and regulatory mandates.

We are committed to understand, meet, and exceed customer, statutory, and regulatory requirements, and shall strive to enhance customer satisfaction by providing reliable and impartial certification services in a timely manner.

ABCON management commitment is achieved by:

- Establishment, maintenance, and continual improvement of company policies, procedures, objectives, and targets.
- Executing all certification and assessment activities impartially and objectively, safeguarding confidentiality regarding all company and client/candidate information.
- We ensure high-quality service delivery through a team of well-trained, experienced professionals & qualified examination personnel and support staff.
- We strictly adhere to the requirements of the ISO 17024:2012 standard and all relevant legal and regulatory mandates in everything we do.
- We ensure high-quality service delivery through a team of well-trained, experienced professionals, including qualified examination personnel and support staff.
- We actively encourage clients to formally submit any concerns.
- All complaints receive our immediate attention, are comprehensively investigated, and are resolved appropriately.
- We systematically enhance our services by implementing customer feedback and corrective measures, conducting regular internal and external quality audits, performing thorough performance assessments, and holding scheduled management evaluation meetings.
- In all certification activities, we maintain complete neutrality, implement rigorous conflict-of-interest prevention measures, and subject all processes to the strict oversight of our Impartiality Committee.

ASC 02 DUBAI - U.A.E. ABCON SAFETY CONSULTANCY L.L.C

Managing Director