



## **QUALITY ASSURANCE POLICY**

HIM adheres for Providing services in a timely manner, at a reasonable price, with the desired quality and adhering to the principles of independence, impartiality, equality and confidentiality, in order to meet the needs of customers;

- HIM will continue its activities in accordance with the legal and regulatory requirements required by the ISO / IEC 17020: 2012 standard.
- HIM will follow up their development with the awareness of “We” by organizing trainings in order to contribute to their technical and personal development so that all personnel can carry out their duties within the framework of ISO / IEC 17020: 2012 standard.
- HIM will create an exemplary company culture by increasing communication, sharing and solidarity among employees and departments, and adopting the customer-oriented quality approach to the entire organization.
- HIM will recruit enough number of competent inspection personnel to correctly perceive customer conditions, correctly define and develop the processes that will ensure this,
- To continuously set new targets in order to keep up with changing market conditions and to ensure development, to follow the technological developments closely by providing the necessary investments and training, to increase the competitiveness by reaching the targets,
- Not compromising respect for the environment and human rights and see social satisfaction as a value above all earnings in all our activities,
- To create sample practices by complying with all legal obligations regarding work safety,
- To ensure that HIM is an exemplary inspection institution known for its reliability and respect in the world by ensuring the implementation of the Quality Policy it has created by prioritizing the principle of honesty and impartiality.

Signed by the Operation Manager

Sheik Allavudeen



**APP-13 20.08.2024**