

Khatib & Alami recognizes the importance of delivering high quality services and solutions to our customers. Our vision is to exceed client expectations and achieve quality excellence in all areas of our business including technical, operational and administrative.

Our aim is to make quality an integral part of our company culture which, can only be achieved through strong leadership and encouraging appropriate behaviors.

We shall actively work with our people, clients and supply chain to create and embed effective quality processes that produce outstanding results in everything we do.

We shall achieve this by:

- Defining minimum expectations for quality management across the K&A Group
- Operating a quality management system that is certified to, or at least aligned with ISO 9001 in all our business operations
- Ensuring the appropriate allocation of funds and resources to manage quality effectively
- Defining clear business quality objectives and regularly monitoring our quality performance
- Working with our clients and others to develop solutions that maintain and improve the quality of our services and projects
- Implementing effective business, project, technical and commercial controls
- Working with our supply chain to ensure their quality standards are aligned with our policy and expectations particularly in relation to quality of services, equipment, goods and materials
- Developing and training our people to enable them to complete their work in line with our quality standards
- Providing quality assurance monitoring, analysis, review, feedback and learning to enable us to continually improve, meet the needs of our business, our people and our clients

Our leaders and managers are responsible for implementing this policy across their business operations, developing quality management solutions that meet our K&A Group mission, values, expectations, applicable legal and other requirements, maintaining client focus and driving continual improvement.



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**Dr Najib Khatib**  
**Chairman & CEO**