

Quality Policy



IT SECURITY C&T

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1.0	5.07.2021	Annual Review	IT Security C&T Consulting Team	IT Security C&T Management
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Quality Policy Statement

Quality is a fundamental element of our Managed Security Services that depends on collaboration with customers and partners. We keen to provide services that meet or exceed the requirements and expectations of our customers and ensure that we offer our services to the highest standards.

We are committed to continuous improvement by implementing a Quality Management System that complies with the international standard ISO 9001 which provides a framework for measuring and improving our performance to achieve our vision to be recognized as the leading Security Operation Centre in the Middle East and North African Region.

Our Quality Policy is defined and strongly driven by the following principles and behaviours:

- Define, continually review and communicate the Quality Objectives to develop our business.
- Improve our processes using well-defined measurements, best practices and by leveraging our customers' feedback.
- Develop our people competencies, skills and accountability through well-defined training programmes and continual development.
- Continually improve our performance through improving all operations, systems and services.
- Guarantee our customers' satisfaction by identifying their expectations and needs.
- Ensure that all personnel are aware of their individual roles and responsibilities within the Quality System.



Odeh Hattar

Chief Operation Officer