



POLICY STATEMENT

QUALITY MANAGEMENT SYSTEM (QMS)

1. PURPOSE

The purpose of this policy is to assure IT Services Department's commitment to quality, continual improvement, customer focus, risk management and compliance.

2. POLICY

We, the management and employees of the Information Technology Services department, are committed to providing high quality services consistently to enhance teaching and learning through the consistent and innovative use of information technology.


The objectives of QMS at ITS are:

1. Offer high standard of service by utilizing competent professionals.
2. Exceed the expectations of Qatar University by excelling in operations.
3. Increase the efficiency of employees and empower them by training.
4. Focus on modernization and technology to increase operational efficiency.
5. Closely interact with and monitor service providers to establish highest quality standards.
6. Achieve timely delivery as per specification and requirements.
7. Attend to and resolve complaints in a timely manner to ensure customer satisfaction.
8. Progressively reduce customer complaints.
9. Ensure continual improvement by setting and measuring objectives, carrying out regular quality audits, undertaking corrective and preventive actions and conducting regular reviews by top management.
10. Ensure compliance with all legal, regulatory and contractual requirements.
11. Identify and address risks and take advantage of opportunities.

ITS shall ensure that this policy is communicated, understood, implemented and maintained at all levels of the organization. The policy shall be annually reviewed and monitored for compliance and will be amended, if necessary.

This policy has been approved by the IT Director.

Signed: _____


Mrs. Reem Al Ansari
Acting Director of Information Technology

Date: 21/8/19 _____