



AL-ABDULHADI ENGINEERING CONSULTANCY
العبدالهادي للإستشارات الهندسية

Al-Abdulahadi Engineering Consultancy (AEC)

Feasibility Studies, Engineering Planning, Structural Design, Architectural,
 Tender Documents, Construction Management & Supervision

AEC QUALITY POLICY

ISO 9001:2015



Office Address

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AEC QUALITY MANAGEMENT POLICY

AIM

Al-Abdulhadi Engineering Consultancy (AEC) is totally committed to client satisfaction, offering our customers a personalized high-quality service. We aim to satisfy our customers' requirements in every respect. This policy applies to all who work for **AEC**, whether as permanent or temporary employees.

Objective and Commitment

We are committed to implementing appropriate Quality Management Systems and processes to enable us to deliver the highest practicable Quality Services.

We will therefore:

- We work closely with our customers, suppliers and partners to achieve business and quality objectives
- Implement quality management in a systematic and planned way through the application of management systems that support the delivery of the business plan
- Clearly understand the current and potential future requirements and expectations of our customers
- Deliver services of the highest practicable quality, reliability and consistency that meet us
- Customers' requirements
- Educate and train our people to support the delivery of high-quality work



Principles

We pride ourselves on the delivery to our customers of services that are of a high quality. **AL-Abdulhadi Engineering Consultancy's (AEC)** approach to quality is based on following fundamental principles.



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- In accordance with the requirements, we have very carefully identified the needs of our clients, our applicants and our own systems
- Ensuring the quality of service provision is based on the principle that everyone understands how to do their job according to the required standard and do it right the first time
- A 360-degree service review process that encourages and uses feedback from our staff, our customers, and our candidates to continually improve our service and recognize a job well done where appropriate
- A system that focuses on identifying potential risks / errors in our systems, processes and documentation; and implementing the necessary preventive actions / contingencies to ensure continued compliance with legislation and best practices

Quality Management System (QMS)

AEC's Quality Management Systems can assist organizations in enhancing customer satisfaction and contribute directly to Company growth. We will develop and implement an appropriate quality management system that addresses the following elements.



- **Quality Objective** – Ensuring that the principal quality objective is to set the standards that will deliver a consistently high quality of work throughout the company thus ensuring customer satisfaction and continual improvement in the level of service provision.
- **Quality Priority** – ensures that it is recognized that quality issues do not take precedence over health, safety or environmental issues, rather that the Quality Management System actively supports those issues.
- **Quality Responsibility** – ensures that everyone involved in the quality aspects of the business has clearly defined responsibilities and that staff are responsible for the quality performance of their own areas.
- **Quality Management** – ensuring a formalized and pro-active approach to systematic business management in meeting its many responsibilities. It will include a statement of quality policy defining the company's fundamental approach to managing quality. It will be based upon common principles and provide a basis for continual improvement.

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Quality Policy Statement

We are committed to providing customers with a wide range of Engineering and Technical, Architectural services of the highest possible level of quality. In order to achieve this, we are continually improving processes, and services, meeting and beyond customer satisfaction at all times. The implementation of the quality policy is the responsibility of Management, Employees and Contractors, with overall responsibility residing with the Board of Director.

Commitment

- Fully identify and conform to the needs of our customers, improving customer satisfaction
- Monitor and review our service provision and processes, identifying potential errors and implementing the necessary actions to eliminate them
- Initiate partnerships with our suppliers and major players in the Private and Public Sectors to ensure optimum business performance. We also ensure that our suppliers and partners that may be used in the delivery of our services also comply with our quality philosophy and company policies
- Achieving and maintaining a standard of excellence in the operation of our business
- Maintaining our reputation for honesty and integrity and ensuring that this is reflected throughout the organization
- Providing sufficient resources and equipment to ensure that we can operate to the documented management system. The management system is based on the principles of ISO 9001:2015, The International Standard for Quality Management Systems
- Continually monitoring and reviewing our Quality Policy to ensure that it remains relevant and effective to the changing needs of our customers
- Continuous appraisal of our business to ensure that the quality of service we provide fully and consistently meets our customers' expectations and all current and impending legislative requirements
- The effectiveness of our quality system is monitored by planned audits, management reviews and customer satisfaction surveys to ensure quality service delivery

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In order to maintain our commitment to high levels of quality service delivery, we proactively seek to:

Implementation

AEC Quality Management Policy statement will be reviewed annually. Responsibility for compliance to this policy rests with the Board of Directors, who will monitor the effectiveness of the policy and its associated initiatives. AEC Quality Policy Statement will be displayed prominently, and access to the complete Quality manual detailing procedures will be available on the premises for reference by any employee.

Queries

If you have questions or inquiry regarding our **AEC Quality Management Policy**, Please contact us at

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