

QUALITY MANAGEMENT SYSTEM (QMS) POLICY

Our goal at eCity is to deliver ICT services that exceed customer expectations.

We are committed to fostering mutually beneficial relationships with clients, employees, and suppliers. By maintaining a culture that fosters continuous improvement, we aim to ensure delivering defect-free and exceptional service.

We pledge to adhere to industry standards and best practices, including compliance with ISO 9001:2015 requirements. Our commitment includes:

- Evidently understand and strive to meet the current and potential future requirements and expectations of our customers.
- Soundly implement quality management that support our strategic direction and plans, and regularly reviewing our quality management process to ensure they remain effective.
- Invest in our people, to maintain high level of technical competencies through education and specialized trainings to deliver high-quality work.
- Promote and create a positive culture accountable for Health, Safety, and Environmental (HSE) standards and practices.
- Actively identify, manage and monitor risk and opportunities to reduce uncertainty and improve our resilience and practices
- Work closely with our suppliers and partners, to affirm their proficiency and compliance to eCity quality standards.
- Ensure compliance to industry relevant standards and regulations, including those specific to IT security and telecommunications.

eCity shares the responsibility for the delivery of high-quality services and for continual improvement, ensuring that its management systems are aligned with the best practices in IT and Telecommunication services.

The CEO has overall responsibility and support for all quality management matters. This Quality Policy will be reviewed annually to ensure its ongoing relevance and effectiveness in meeting customer expectations. The quality policy shall be made available, understood, and maintained by all eCity personnel and communicated to relevant interested parties as appropriate.

Eng Motasim Al Balushi
Chief Executive Officer



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