Quality Policy

RACS QUALITY is a 3rd party **C**onformity **A**ssessment **B**ody providing certification services for products and facilities as per the guidance of ISO17065 and UAE applicable standards:
RACS strives for continuous improvement of our certification processes. We believe that our quality system, supported by our expertise, resources and **Code of Ethics**, ensure the continual delivery of high quality, added value services offered and delivered to our clients.

OUR COMMITMENTS:

We are committed to provide **timely, thorough and impartial assessment** of customers, with accurate certification decision according to certification schemes & related applicable standards.
Top management, supported by quality department and the whole team members, is responsible for the implementation of this policy by:

- Continuously meet customer requirements.
- Continuously audit and improve certification operations efficiency through known principles reinforcing and supporting resources' capabilities through extensive training, sharing knowledge and supervision of related personnel.
- Cascading common objectives and monitoring relevant action plans.
- Ensuring maintainable progress through internal and external audits.

By doing this, all RACS employees will contribute to the first of our "RACS Objectives": Customer Focus.

OUR PRINCIPLES

- Customer requirements can always be met.
- Company efficiency depends on individual competences, continuous training and employees' commitments.
- All processes are described directly, shared controllably, and improved continuously.

CEO
Hamed Jamal