

QUALITY POLICY

Dubai Healthcare City (DHCC) aspires to become an internationally recognized organization and location of choice for quality healthcare and an integrated center of excellence for clinical and wellness services, medical education and research. Also in doing so; it will also be an instrument of change to increase the awareness towards health care among the citizens and expatriates of UAE & the MENA region.

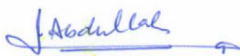
Continual improvement in Quality performance is a corporate priority and is an integral part of our business. Therefore, DHCC management commits itself to provide the necessary resources to meet all its quality objectives in complying with the requirements of ISO 9001-2000. Providing Quality service to all the stakeholders is the responsibility of management and employees alike.

Therefore, together we will strive to ensure that our:

- Products and services are of highest Quality standards.
- Processes, practices, materials or products are based on best practices.
- Supplier's selection is based on quality output from the selection process.
- It will also be ensured that all applicable quality legislations and contractual requirements are complied with; and quality of our people and processes are improved.

This shall be achieved by:

- Setting objectives and targets through which our performance will be regularly monitored and improved using the European Foundation for Quality Management (EFQM) business excellence model for Total Quality Management.
- An ongoing program of activities aimed at enhancing our Environmental, Occupational Health and Safety performance governed by our HSE policy.
- The training, education and involvement of our staff so that they understand, promote and assist in the implementation of this Quality policy;
- Communication with employees, customers, suppliers, regulatory authorities and other interested parties to promote awareness of this quality policy and other related issues.
- Reviewing this policy from time to time for improvement through management action and to meet the dynamics of organizational priorities and objectives.



Dr. Ayesha M. Abdullah
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