

## QUALITY & PROFESSIONALISM POLICY STATEMENT

Quality and Professionalism are integral parts of QME Business Principles and are a cornerstone of ensuring high levels of customer satisfaction. By maintaining operational excellence, we ensure the long-term sustainability of our business

QME commits to provide Certification of management system in respect of consistency, impartiality, confidentiality and integrity in all our activities to achieve our aims and objectives.

### Objectives:

- Maintaining a profitable practice through of achieves the business performance indicators.
- Manage our processes in accordance with the business models requirements.
- Improve staff skills through of provide training resources.
- Evaluate and improve the level of customer service provided by QME

### QME is committed to

- Place our customers at the heart of everything we do.
- Actively listen to industry and customer needs and expectations and innovate in our quality statement to meet them.
- Continuously challenge ourselves to improve our quality management system by setting and reviewing our objectives, risks, KPIs, results and customer satisfaction levels.
- Comply with requirements and continually improve the effectiveness of the quality management system to ISO/IEC 17021 and follow above key requirements to provide value to QME customers and interested parties at the highest level.
- Respect client confidentiality and individual privacy whilst remaining transparent in all other aspects of our work.

These commitments apply to all QME employees, examiners, Instructors and Auditors for ensuring full compliance with QME policies.



Managing Director  
Reham Hegab

01.02.2026