

## **Statement of Commitment to Quality**

The Qatar Transportation & Traffic Safety Center (QTTSC) has established a quality policy in the form of a Statement of Commitment to Quality, and implemented this statement as part of our commitment to quality, continual improvement, customer focus, risk management and compliance.

**At QTTSC, our management and employees are dedicated to delivering consistent, high-quality services in the critical areas of Traffic Safety, Sustainable Transportation, and Logistics. We attain this by:**

- **Advancing Research and Development activities that align with Qatar National Vision 2030 and the United Nations Sustainable Development Goals (SDGs).**
- **Promoting Traffic Safety, Sustainable Transportation, and Logistics solutions to Qatar community through training, consultancy, knowledge dissemination, and dedicated community services.**

This is achieved through the consistent application of a Quality Management System, the main objectives of which are:

- Offering high standard of service by utilizing competent professionals
- Exceeding the expectations of Qatar University by excelling in operations
- Increasing the efficiency of employees and empowering them by training and coaching
- Focusing on modernization and technology to increase operational efficiency
- Closely interacting with and monitoring service providers to establish highest quality standards
- Achieving timely delivery as per specification and requirements
- Attending and resolving complaints in a timely manner ensuring customer satisfaction
- Progressively reducing customer complaints
- Ensuring continual improvement by setting and measuring objectives, carrying out regular quality audits, undertaking corrective action and conducting regular reviews by top management
- Compliance with all legal, regulatory and contractual requirement
- Identifying and addressing risks and utilizing the opportunities

This document will be displayed prominently in QTTSC and will be available externally to all interested parties on request. It will be kept up to date and will be amended to suit any changes in the size or nature of the activities. The Statement of Commitment to Quality shall be reviewed every year.

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