

EIA Quality policy

EIA was established in 2007 to provide services to the assistance field.

The company operates a Quality Management System in accordance with the requirements of ISO 9001:2015 certification

Quality is important to our business because we value our customers as well as all other interested parties. We strive to provide our customers with services which meet their requirements and their expectations. Also, we ensure our business processes are carefully monitored, measured and controlled to promote a continual improvement in our environmental performance.

We have the following policies and procedures in place to support us in our quality goals and align with our quality system:

- The commitment to comply with ISO9001:2015 standard requirements
- Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Continual improvement by ensuring that, risks and opportunities that can affect conformity of services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.
- Regular gathering and monitoring of customer feedback
- Continuous training and development of employees
- Ensure that, the quality objectives are compatible with the context and strategic direction of the Company, and are reviewed as part of EIA internal auditing, monitoring and management review processes, in order to enhance customer satisfaction.
- Regular quality audits of our internal processes & strict corrective action procedures
- Ensure that the resources needed for the QMS are available; including employees, materials equipment, infrastructure, etc. to enhance customer satisfaction.
- Maintaining the efficiency of infrastructure by implementing regular preventive maintenance
- Commitment to a sustainable future and to improve the social, economic and environmental well-beings of the community.
- Commitment to environmental improvements that foster a sustainable future and lead to social and economic improvements in the community we do business.
 - **This policy is continually communicated to all personnel through Egypt In-Touch Company and to all our interested parties**
 - **Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.**
 - **Management has ultimate responsibility for Quality, but we ensure all employees understand their responsibilities within their own areas of work to help ensure that Quality is embedded within the whole company.**

General manager

Dr. Asaad Riad