

UNITED ARAB EMIRATES  
MINISTRY OF ENERGY & INDUSTRY



الإمارات العربية المتحدة  
وزارة الطاقة والصناعة

# Quality Policy

Version 1

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## Quality Policy

To achieve its vision and in line with its mission and overall strategic direction, the Ministry of Energy and Industry implements the quality management system through:

1. Abide by the relevant legislation, laws, regulations and instructions relating to the services provided by the Ministry.
2. Adoption and application of the requirements of the Sheikh Khalifa Government Excellence Program – the axes and standards of the system of government distinction-related.
3. Providing high quality services that satisfy customers' happiness and exceed expectations.
4. Work to achieve quality goals and review them periodically.
5. Provide continuous training and awareness of quality concepts to support the strategic direction of the Ministry.

The Ministry of Energy and Industry and its employees believe that the realization of this policy comes through the application of the quality management system according to the requirements of ISO 9001:2015, continuous development and consistent with the requirements of the specification to confirm its effectiveness, and periodically review the system according to the approved processes.