



QUALITY POLICY

As part of our ongoing commitment to providing training programs that foster the development of dual expertise and meet the needs of the socio-economic sector, we have implemented a Quality Management System in compliance with the international standard ISO 9001:2015.

In line with our internal and external context, and with the aim of satisfying our clients and meeting the requirements of our stakeholders, we have established the following strategic objectives:

- Reinforce the governance and ensure the effective management of the Quality Management System;
- Design and develop relevant training programs, tailored to the job market's needs and incorporating innovative approaches;
- Ensure excellence in the delivery of training programs and conduct rigorous assessment of learning outcomes;
- Develop competencies of human resources and optimize the use of available resources;
- Enhance the institution's visibility and sustainably improve stakeholder satisfaction.

As the head of the institution, I am committed to complying with and ensuring compliance with all applicable requirements, and to providing the resources necessary for the development and continual improvement of our Quality Management System. In return, I expect all staff members to actively support and contribute to this approach.

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