



Office of Research Support
Vice President for Research and Graduate Studies
Qatar University

Quality Policy

The Office of Research Support, Qatar University has developed and implemented this policy as part of our commitment to quality, continuous improvement, customer focus, risk management and compliance.

We, the top management, senior executives and employees in the Office of Research support are committed to provide highest standard of services in supporting the Qatar University research community to produce high quality outputs, exceeding the expectations of Qatar University.

Our Quality Management System will ensure consistency in all phases of our operations and the business will be conducted according to the following principles

- Offer high standard of service by utilizing competent professionals
- Increase the efficiency of employees and empower them by training
- Focus on modernization and technology to increase operational efficiency
- Closely interact with and monitor suppliers to establish highest quality standards
- Achieve timely delivery as per specification and requirements
- Attend and resolve complaints in a timely manner ensuring customer satisfaction
- Progressively reduce customer complaints
- Ensure continual improvement by setting and measuring objectives, carrying out regular quality audits, undertaking corrective and preventive action and conducting regular reviews by top management.
- Identify and address risks and take advantage of opportunities.
- Compliance with all legal, regulatory and contractual requirements

This Quality Policy will be communicated to all employees/interested parties and will be reviewed yearly.

Dr. Mohammed Al-Salem

Director of Research Support

Date: 01-10-2018