




Quality Policy

The strategic goal of our quality policy is the transformation of PAAPAM into a strong business support organization with an effective corporate management system (CMS) and service delivery platform built on the foundations of quality management, member-centricity and teamwork.

The Management is committed to continually improve the effectiveness of CMS and achieving its strategic objectives in accordance with ISO 9001:2015 by:

- Maintaining a shared quality vision and promoting the culture of quality as a 'way of thinking' by pursuing excellence and focusing on continual improvement;
- Understanding the needs of our members and delivering and expanding the spectrum of value-added services according to their expectations;
- Establishing a favorable business climate for growth of our membership base and fostering investment;
- Creating conducive conditions for effective interaction between the Association and the government for policy making;
- Complying with applicable legal, regulatory and other requirements;
- Creating a system of partner relations based on principles of trust, cooperation and coordination for achievement of strategic goals;
- Establishing a resourceful knowledge center for members' benefit, skill development and technological advancement;
- Supporting development of international trade capabilities by actively liaising with chambers of commerce & industry around the world for increasing country's exports;
- Creating a positive image through high level of service and professionalism, leading to public recognition;
- Paying particular attention to development of staff, and raising their levels of competence and involvement in ongoing activities for enhancing quality of services;
- Ensuring conformity of the Association's activities to requirements of ISO 9001:2015 Standard, defining organizational development goals, identifying and mitigating risks, and conducting reviews & audits of business processes with their regular updates – thereby enabling continually improvement of the management system and support for its integrity and sustainability; and
- Ensuring that the Quality Policy is communicated to and understood by all team members, is available to relevant interested parties and reviewed every year for adequacy.


Chairman

