



**Oasis Management Consultancy
Quality Policy
Ver. 1**

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**Issued by: Oasis Management Consultancy
Approved by: Managing Director**

Introduction	3
Applicability	3
Terms	3
Normative References	3
Quality Policy	3
Company Values	4
Quality Objectives	4
Quality Commitment	4
Policy Communication	5
Record Keeping	5
Monitoring and Reviewing	5

1. Introduction

This Policy describes Oasis Management Consultancy quality management approach, our quality objectives and commitment in managing the quality of our services.

2. Applicability

This Policy applies to all Oasis Management Consultancy staff, whether full time or part-time employees or contractors, including the company owners.

We expect everyone working on our behalf to act in a manner that is consistent with the principles outlined in this Policy.

We encourage everyone affiliated with our work to endeavour to make themselves aware of the potential consequences and risks relating to non compliance of this Policy.

3. Terms

Nil.

4. Normative References

The following internationally recognised standards and principles serve as a general guidance for this Policy:

- ISO 20700:2017 Guidelines for Management Consultancy Services
- ISO 9001:2015 Quality Management System

The following Oasis Management Consultancy company policies and values, which form an indispensable part of describing the company's ethical practices:

- [Oasis Management Consultancy Code of Ethical and Professional Conduct](#)
- [Oasis Management Consultancy Company Values](#)

5. Quality Policy

Through the implementation and commitment to quality management processes, Oasis Management Consultancy sets itself to be the trusted service provider of choice, resolving strategic, operational and commercial business challenges for companies operating in complex environments.

We promote responsible and sustainable business practices, consistent with our company values and commitment to professional and ethical business conduct.

We have adopted clear quality objectives, and this Policy affirms our commitment to work consistently towards these goals.

5.1. Company Values

Our core company values, which describe the fundamental principles in which we operate both internally and externally are: openness, agility, sincerely, innovation and simplicity.

The commitment statements below further describe how these values translate into practice.

- Openness - commitment to transparent work practices
- Agility - commitment to quickly evolve to changing situations
- Sincerity - commitment to objective, lawful and independent services
- Innovation - commitment to explore options to deliver the best positive impact
- Simplicity - commitment to improvements with lean solutions

5.2. Quality Objectives

1. Customer satisfaction

- Provide compliant professional services that meets our customers' needs and expectations
- Maintain open communication with customers and evaluate customer satisfaction

2. Professional conduct and development

- Provide continued professional development opportunities for all our staff to enable quality and competent professional services delivery to our customers
- Provide training on quality management systems to relevant business associates

3. Continual improvement

- Set clear measurable performance targets, and quality indicators, promoting continual improvement
- Capture lessons learnt and share outcome with relevant parties

4. Effective performance and change management

- Monitor, measure and assess quality performance
- Proactively investigate and correct any quality issues and take action to prevent reoccurrence

5. Effective management of risks and opportunities

- Identify, mitigate and manage business risks and opportunities

5.3. Quality Commitment

Oasis Management Consultancy managers and owners have ultimate responsibility for the company's quality performance and compliance of this Policy. We are committed to:

1. Legal compliance

- Comply with all applicable laws and regulations relevant to the business, within the industry and regions where we operate

2. Transparency and awareness

- Provide transparency when reporting the Company's quality performance

- Publicly communicate our commitment on quality management standards and promote a culture whereby all company's stakeholders share this commitment

3. Customer focus

- Understand customers' needs and expectations and deliver professional, ethical and sustainable services that meet those requirements, in accordance with our Code of Ethical and Professional Conduct

4. Best industry practices

- Implement a quality management system, relevant to the business context, compliant with internationally recognised standards and best practice

5. Manage and mitigate risks

- Identify relevant risk to the company's quality management system and implement controls to mitigate, monitor and manages these risks effectively

6. Policy Communication

This Quality Policy is made publicly available on the company website omcdxb.com and shall be shared with our customers, critical suppliers and other interested parties.

7. Record Keeping

Oasis Management Consultancy ensures to maintain such appropriate records of our quality management system practices in place which shall ensure the effectiveness of this Policy.

8. Monitoring and Reviewing

Oasis Management Consultancy Managing Director is responsible for monitoring the effectiveness of this policy and will review the implementation of it on a regular basis. This policy will be assessed for its suitability, adequacy, and effectiveness.

Internal control systems and procedures, designed to prevent any breaches of this Policy are in place and are subject to regular audits to ensure that they are effective in practice.

Any need for improvements will be applied without any undue delays. The parties we engage with, including employees, associates, customers and business partners are encouraged to offer feedback on this Policy for suggestions on how it may be improved. Feedback of this nature should be addressed to the company via the publicly available communication channels available on the company website at: omcdxb.com.

Oasis Management Consultancy may amend this Policy at any time so as to improve its effectiveness.