

QUALITY MANAGEMENT POLICY

1.0 Purpose of the Policy

This Policy outlines PIDF's utilization of Quality Management Systems to integrate systematic based thinking into institutional practice. This policy is a formal acknowledgement of the commitment of the PIDF to Quality management.

2.0 Policy Statement

PIDF is committed to achieving customer satisfaction in all aspects of the Secretariat work and shall meet the requirements through continuous improvement of the Quality Management Systems

3.0 References

ISO 9001:2015

4.0 Implementation Procedures and Forms

PIDF Quality Management Manual

5.0 Authority

Policy Authority: PIDF Board

Review Period: Annually or as when required.

6.0 Accountability

Policy dissemination authority:	TL Policy Research and Evaluation
Applicability:	All Secretariat Staff
Procedure Development:	TL Policy Research and Evaluation
Procedure Approval:	Deputy Secretary General

7.0 Definition

8.0 Policy Trace

Version	Release Date	Approving Position	Description of Changes
1.0	TBC	Deputy Secretary General	Prepared by TL PR&E