

## Quality Polices

The Ministry of Human Resources and Emiratisation is committed to quality standards application, and is working with its partners to achieve optimal resources investment procedures, taking into account the necessity of improvement and development of ongoing operations and services in accordance to best practices, with emphasis on the application of laws and regulations related to the ministry's practices in order to achieve all relevant requirements and exceed expectations, then apply quality system management which is compliant ISO 900:2015 standards, while focusing on:

- Regulate the labour market to enhance citizens involvement, achieve protection, flexibility and attract suitable talent through an integrated system of standards, policies and regulatory tools, plus achieve institutional partnership and outstanding services
- Provide distinct and sophisticated services to meet the Smart Government and the Emirates Government Services Excellence Programme requirements through effective communication with different customers categories
- Activating community partnership to achieve the ministry's strategic objectives
- Knowledge and skills development of human resources and encourage all employees to self-develop to achieve highest levels of performance
- Continuous improvement through the application of the quality management system which is compliant with ISO 9001:2015 standards plus maintain, monitor and measure performance consistently
- Spread quality policy standards to all relevant categories and ensure its effectiveness periodically

**Minister of Human Resources & Emiratization**

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