

Aljazeera Media Network

Policy	AJMN.01.QM.00
Established Date	15 th Oct, 2017
Effective Date	15 th Oct, 2017
Expiration Date	14 th Oct, 2019
Revision	00



شبكة الجزيرة الإعلامية
ALJAZEERA MEDIA NETWORK

QUALITY POLICY

QUALITY SYSTEM MANUAL

Designed By:
Human Resources & Admin Division
Issued By:
Human Resources & Admin Division

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2.Revision History

Revision No.	Established Date	Amendment Description	Effective Date	Prepared by
00	15 th Oct 2017	First Issue		

3.Internal Controls

3.1 Validation:

To assure Management and External agencies confidence in the organization's policies and practices, AJMN's Internal Audit Directorate may verify, without notice, compliance with this policy. The Human Resource & Administration Division will revalidate this policy annually to ensure that it continues to serve the intended purpose.

3.2 Employee Responsibilities:

All employees are required to observe the AJMN's policies and procedures.

3.3 Approval:

Any amendments to this Policy require the following signatures:

Authority	Signature	Date
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Approved by:

Director General

Reviewed and Validated by:

Executive Director of Legal & General Counsel

Reviewed and Validated by:

Executive Director, HR and Admin.

3.4 Document Control

This Policy has been reviewed by the Document Control team. It complies with the requirements of procedure AJMN.01.PP.00 and is considered ready for issue.

The electronic copy of this Policy will be considered the original for purposes of revision and distribution.

No controlled hard copies of this Policy will be distributed.

A single hard copy (execution version) will contain the required signatures of authorized signatories (**Authority Signatures**) and will be held by the Human Resources/Organization Development departments.

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Responsibility for obtaining and storing all required documentation shall be by:

- 1- the initiator from the HR, GS or Procurement Directorate, during the change;
- 2- the ED-HR and Admin, on implementation of the change.

Document Control	Signature	Date
Signed by: Manager, Organisation Development		

4. Purpose

The Quality Policy confirms that the directorate of Human Resources, General Services, and Procurement & Contracts are committed to quality and describes their quality assurance and continuous improvement.

HR&A division strives to exceed our employees' expectations. Our goal is to continuously improve the quality of our services and processes to ensure compliance and effectiveness of our quality management system

5. Scope

All business units i.e. channels/divisions and employees of AJMN (based only in Qatar) are covered by this Policy.

6. Definitions

ISO	Refers to the International Standards Organization
QMS	Quality Management System is designed to direct and control an organization with regards to quality
Interested Parties	Person or group having an interest in the performance or success of an organization
Effectiveness	extent to which planned activities are realized and planned results achieved
Efficiency	relationship between the result achieved and the resources used
AJMN	Al Jazeera Media Network

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7. Policy and Procedures

7.1 Policy

HR and Administration Division of Al Jazeera Media Network, comprising of Human Resources, Procurement, and General Services directorates, is committed to:

- Proactively identifying needs and expectations of its customers and enhance customer satisfaction by consistently providing a quality of service that meets or exceeds customer expectations;
- Striving for excellence in their services and deliver enduring value to its internal and external interested parties, by adopting best industry practices and continually enhancing service level;
- Meeting its strategic goals through efficient and effective operations;
- Delivering enduring value to our internal and external parties, through continual improvement of our services
- Continually improving its processes and Quality Management System based on ISO 9001:2015;

The above will be achieved through:

- Continually improving processes, resources and competencies of people
- Effective monitoring and measurement of the QMS
- Reviewing the QMS on a regular basis to ensure the service is working efficiently and coherently

The management of HR & Administration Division shall ensure that this policy is effectively communicated, understood and implemented throughout the Division, so that the policy is understood at all levels, and they fulfill the commitments made to it.

The policy will be communicated to its internal (AJMN) and key external interested parties, and will be available to other interested parties.

7.2 Procedures

NA

7.3 Authority Matrix

This section provides the delegation of authority limits for the Grievance procedures mentioned in chart 7.2.

NA

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7.4 Key Performance Indicators

NA

8.Process Map

NA

9. Information System:

Current System	Future System
NA	NA

10. Information System:

Current System	Future System
NA	NA

11. Services Level Agreement (SLA) - HQ

NA

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