Quality Policy

NOVERA LEGACY INTEGRATED SOLUTIONS - L.L.C is committed to providing high-quality training services that consistently meet and exceed customer requirements and expectations. We strive to achieve excellence through quality, commitment, professional integrity, ethical behaviour, and a strong culture of quality embedded throughout our daily operations.

Our Quality Management System is established to support our strategic direction, enhance customer satisfaction, ensure consistent service delivery, and promote continual improvement in all our activities.

To achieve these commitments, **NOVERA LEGACY INTEGRATED SOLUTIONS - L.L.C** shall:

- Ensure that all training services meet applicable customer requirements, agreed specifications, and relevant statutory and regulatory requirements.
- Understand and respond effectively to customer needs and expectations, with the objective of achieving and enhancing customer satisfaction.
- Establish, implement, maintain, and continually improve a Quality Management System in accordance with the requirements of ISO 9001:2026.
- Promote a strong quality culture throughout the organization by encouraging quality awareness, accountability, employee engagement, and a shared commitment to delivering excellent services.
- Promote ethical behaviour, integrity, transparency, and professional responsibility in all business activities and relationships with customers, employees, suppliers, and other interested parties.
- Apply customer focus, leadership, engagement of people, process approach, improvement, evidence-based decision-making, and relationship management principles throughout our operations.
- Identify and address relevant risks and opportunities that may affect the organization's ability to achieve its intended quality objectives and deliver consistent services.
- Consider climate change and its potential relevance to the organization's context, business operations, and the needs and expectations of relevant interested parties.
- Establish, monitor, and review measurable quality objectives that support the organization's strategic direction and commitment to continual improvement.
- Provide appropriate resources, competence development, and support to employees to ensure effective implementation of the Quality Management System.
- Encourage employee participation and commitment to implementing and maintaining the effectiveness of the Quality Management System.

- Continually improve the suitability, adequacy, and effectiveness of the Quality Management System to enhance organizational performance and customer satisfaction.

Management Commitment

Top Management is committed to ensuring that this Quality Policy provides a framework for establishing and reviewing quality objectives, is appropriate to the purpose and context of the organization, and supports its strategic direction.

This policy shall be communicated, understood, and applied throughout the organization, made available to relevant interested parties as appropriate, and maintained as documented information.

The Quality Policy shall be reviewed at planned intervals, at least annually, or whenever significant changes occur in the organization's context or strategic direction, to ensure its continued suitability and effectiveness.

Abir Al Sharif
Chief Executive Officer

This policy statement is communicated to all employees and persons working for or on behalf of the organization and will be made available to the public, stakeholders and any other interested parties upon request. NOVERA Policy will be reviewed on an annual basis by the Management.