



Quality Policy

ANHAM is committed to providing business solutions and total project support in terms of supply chain management to all our clients world-wide. To achieve this ANHAM has developed a Quality Management System that fully meets the requirements of the internationally recognised standard ISO 9001: 2015.

The scope of the certification includes all activities relating to the supply chain management is summarised as follows: “Procurement, Logistics, and Quality Control”.

Our overall objective is to consistently provide customer value and satisfaction in product and service through excellent leadership, continual improvement, employee development, recognition and social responsibility. Our quality management system provides a framework for measuring and improving our overall business performance, supporting our company strategy and business plan, facilitates continual improvement and ensures the fulfilment of our customers’ requirements and other applicable requirements. The Senior Management Team and staff of ANHAM commit to this:

- By ensuring that the company fully meets the requirements of its customers and by endeavouring to enhance the overall service to customers to ensure that they are fully satisfied with our service.
- By ensuring that the requirements of all interested parties are clearly understood so that our products and services can be delivered in a timely and professional manner.
- By monitoring and acting upon customer feedback and suggestions from our staff
- By promoting the use of a process approach and risk based thinking; resulting in all processes being established, documented, resourced appropriately, monitored and measured to ensure conformance to their intended results (Customer requirements, Business objectives, and applicable regulations and legislation).
- By ensuring that its entire staff is given sufficient training and development support to ensure competency for their area of work through education, training and experience, where appropriate.
- By ensuring through good planning and review that the best service is provided to customer.
- By working closely with our customers to develop and maintain first class relationships.
- Through commitment to maintaining and developing first class supplier relationships.
- Through management’s participation in the monitoring and measurement of the performance of the QMS is focussed on acting on opportunities for continual improvement.
- By planning and establishing measurable objectives based on its Quality Policy for the ongoing development of the company and its customers. These objectives are regularly reviewed and measured by management.

All members of staff are charged with promoting these aims and are required to familiarise themselves with this policy, and with the contents of the Quality Manual, which defines the Quality Management System and, where required, specific quality objectives.

Abdullah Al-Dulaimi
Managing Director