



ICCD Quality Management Systems Policy

The Islamic Chamber of Commerce and Development is a non-governmental organization operating as the economic arm of the OIC. ICCD serves all OIC countries, as well as organizations and chambers that serve the global Muslim private sector, and guides them towards sustainable development. We pride ourselves on our passion for excellence and commitment to fostering long-term relationships with our members, shareholders, business partners, and employees, which has helped us grow to the organization we are today.

Our long-term business success depends on our ability to continually improve the quality levels of all our services through the development of Quality Management System as well as the principles of sustainable development which are in full compliance with the international standards ISO 9001 & ISO 37101.

Our Objectives:

- ICCD shall always strive towards meeting and exceeding the needs and expectations of our members and maintaining their satisfaction and trust in every aspect of our operations while observing quality best practice.
- ICCD will guide all of our member chambers towards meeting rigorous international standards and will work towards sustainable development.
- ICCD is supported by a progressive management style that promotes quality culture and deploys quality responsibility throughout all areas of the organization.
- ICCD will encourage participation and promote quality responsibility among all of our employees through training, coaching, supervision and effective communication.
- ICCD will set up a platform to involve interested parties and to aid decision-making, as well as operating and continual improvement for both QMS & sustainable development in communities.

Our Commitment:

- Enforcing the effectiveness of the QMS based on the requirements of ISO 9001:2015 through our quality objectives that are reviewed annually by top management.
- Openly communicating with all employees, members and third-parties on all QMS issues.
- Establishing innovative administrative procedures to ensure sustainable development needs are reflected in daily procedures.
- Improving the quality of our services by developing procedures and work instructions to continuously measure, monitor and report our performance and take corrective action when required.

ICCD values teamwork and cooperation. We believe that achieving our quality objectives require engagement and support from all our departments and teams. This policy shall be reviewed regularly to ensure its applicability and communicated adequately to all our interested parties.

Yousef H. Khalawi

Secretary General

