

## Quality Policy

The Quality Policy of National Institute of Business Management is as follows

We at National Institute of Business Management shall delight our customers by offering highest quality Degree, Higher Diploma, Diploma and Certificate level programmes to meet national and international standard, academic and corporate sector specific requirements and expectations.

In order to accomplish this we maintain a quality management system conforming to ISO 9001:2015 international standards.

To meet our customer expectations, we are committed to: -

- Excel in the provision of best skills based higher education
- Meet speed and quality of services at the most competitive cost
- Continually innovate and improve our products & services

To achieve the above-mentioned expectations, we will;

- Set and deploy SMART objectives to timely monitor and improve our Marketing, Customer Inquiries Management, Enrollments, Course Design and Development, Academic Support, Academic Delivery, Library, Examinations and Awarding Processes benchmarked to global academic standards.
- Ensure that the infrastructure and study environment is conducive with state-of-the-art technology.
- Align ourselves with the most competent Consultants available in the industry, who are academically and professionally qualified.
- Design and implement well-structured training programs to develop competencies of all our academic / nonacademic staff.
- Sustain our organization's capability through timely reactions to all risks and opportunities arisen in the internal and external contexts and among our key stakeholders.
- Maintain and improve the effectiveness of our Quality Management System (QMS) Continually.



**Director General**

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