

Quality Policy

The Social and Economic Survey Research Institute (SESRI), Qatar University has developed and implemented this policy as part of our commitment to quality, continual improvement, customer focus, risk management, and compliance.

We, the management and employees in SESRI, are committed to contributing to national development by:

- *Advancing empirical social sciences and survey research,*
- *Enhancing societal awareness about key challenges and issues facing the state of Qatar,*
- *Supporting decision-makers at the national level through empirical research and high-quality surveys data.*

This is achieved through the consistent application of a quality system, the main objectives of which are:

- Offering a high standard of service by utilizing competent professionals.
- Exceeding the expectations of Qatar University by excelling in operations.
- Increasing the efficiency of employees and empower them by training.
- Focusing on modernization and technology to increase operational efficiency.
- Closely interacting with and monitoring service providers to establish the highest quality standards.
- Achieving timely delivery as per specification and requirements.
- Attending and resolving complaints in a timely manner, ensuring customer satisfaction.
- Progressively reducing customer complaints.
- Ensuring continual improvement by setting and measuring objectives, carrying out regular quality audits, undertaking corrective action, and conducting regular reviews by top management.
- Compliance with all legal, regulatory and contractual requirements.
- Identifying and addressing risks and utilizing the opportunities.

This policy will be displayed prominently in the SESRI Office and will be available externally to all interested parties on the SESRI website. It will be kept up to date and amended to suit any changes in the size or nature of the SESRI activities.

The policy shall be reviewed every year.


Prof. Kaltham Ali Al-Ghanim

Director of the Social & Economic Survey Research Institute (SESRI)

17 January, 2021

