

On Sunday 13 May 2018, the university officially received the ISO 9001:2015 Certification in Quality Management for its administrative provision from the certifying body RICI (Resource Inspections Canada Incorporated). Four members of RICI attended the ceremony to present the Certification.

Celebrating this success, the Chairman of the Board of Trustees, Prof. Waheeb Al-Khaja, congratulated all the University's employees on this milestone achievement and explained that the achievement is in line with the strategic plan, which focuses on continuously improving the quality of University services and achieving the satisfaction of the students, its most important stakeholders.

Prof. Ghassan Aouad, President of the University, added that being ISO 9001:2015 certified shows that the University's well-defined Quality Management System (QMS) demonstrates the commitment to consistency, continual improvement and student satisfaction. This will be a significant help to the University in achieving HEC Institutional Accreditation in the next few months. Prof. Ghassan also explained the importance of having high quality administrative provision to support the academic delivery and he thanked the university's staff and the representatives from RICI for their contribution and for being part of this success.

In the same vein, Dr. Mohammed Yousif Abo Keir, Vice President for Administration, Finance and Community Engagement, explained that the aim of this initiative is to

streamline administrative processes within the University in a more systematic, efficient and reliable way to help achieve the strategic plan of the University and to increase student and staff satisfaction.

He praised the efforts of university units and departments to implement the Quality Management System as per the guidance in the ISO 9001:2015 standard and he thanked the project coordination team who worked hard to obtain this international recognition.

He agreed with the President that providing quality administrative support is key for the University to achieve academic excellence and added that obtaining the ISO 9001:2015 certification is a major step towards this. Additionally, he emphasized that the university is constantly developing its academic and administrative staff and is always looking for new talent to help achieve its vision of providing students with the best educational experience possible.

