



## Quality Policy

The Directorate General of Human Resources is committed to offering high quality services in accordance with the policies governing Muscat Municipality and with the requirements of the international standard ISO (9001 / 2015).

The senior management of the Directorate emphasises its commitment continuous improvement to reach its vision in an attractive work environment for continuously improving human resources.

**The General Directorate seeks excellence in its performance in human resources through the following goals:**

- 1- Achieving functional efficiency and an effective performance.
- 2- Developing the service-providing methods and employing information technology.
- 3- Improving and applying the concepts of career planning and development.
- 4- Developing abilities and skills of existing human resources.
- 5- Promoting the values of loyalty and belonging.

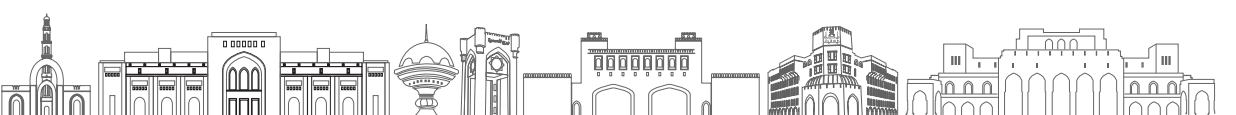
The Human resources employees do recognise the importance of the above objectives, and their responsibility to provide distinguished services based on efficiency and speed of delivery to reach the basic goals, which are to satisfy all the beneficiaries of the services provided by the Directorate General of Human Resources, and to support the requirements of the quality management system.

**The senior management adopts the following basis for establishing the quality control at the Directorate of human resources:**

- 1- Adherence to apply the legal and regulatory requirements applicable to Muscat municipality.
- 2- Establishing an integrated approach when managing challenges with the participation of all staff of the Directorate.
- 3- Pursuit to achieve beneficiary's satisfaction through meeting their demands.
- 4- Providing necessary resources and personnel to support the quality management system according to the available possibilities.
- 5- Commitment to continuous development.
- 6- Understanding the needs of concerned parties.

In confirmation of what stated above, all staff of the Directorate General of human resources are committed to apply the quality policy in order to achieve the objectives of the directorate and its pursuits in applying Quality Management System.

**Dr. General Manager of the Directorate General of human resources.**



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