

Quality Policy

Emirates Institute of Finance (EIF) is committed to meeting the requirements of the Quality Management System (IS O9001:2015) and its interested parties; as well as continuously improving the quality of training and educational services in the financial services sector, to enhance the performance of their human capital by best practices. We aim to ensure the satisfaction and happiness of all stakeholders, and meet their current and future requirements according to resiliency and agility perspectives. Enabling the next generation of world-class financial services specialists by maximizing the effectiveness of talent Learning, building capabilities, Standard Setting & Professional Certifications, fostering innovation, and Career Services & Emiratization support in the UAE financial sector.

The Emirates Institute of Finance (EIF) seeks to effectively integrate its activities, services, and decisions in line with the requirements of the quality management system and interested parties in the financial sector through:

- Developing and implementing a comprehensive strategy that reflects future transformation requirements in the UAE financial sector.
- Complying with applicable legal, legislative, regulatory, and other requirements.
- Maintaining a positive working environment that recognizes the importance of human contributions to develop cultivate and foster quality & excellence practices in EIF.
- Maintain and commit to the principles of a Quality Management System, along with the continual improvement and sustained growth of Emiratis' contributions to the financial industry and their steady rise.
- Managing risks and opportunities associated with the operations, activities, and decisions of EIF to ensure that services continue to be provided efficiently, and effectively to enhance sustainability, agility, and resilience.
- Implementing an efficient quality control and assurance system to ensure the highest level of efficiency and effectiveness in financial training services.
- Provide training and development courses to EIF staff to ensure the implementation of the quality management system, dissemination and promotion of quality, excellence culture, and improvement at all levels.

EIF's management commits to adopt a range of objectives, programs, plans and initiatives that will continuously improve the practices and results of EIF in the field of training and education, aiming to meet the best quality standards to achieve the organization's quality objectives, which includes:

1. Raising the satisfaction and happiness of interested parties.
2. Enhancing the return on investment in the training and education of interested parties.
3. Maximize the quality of training and education deliverables and their impacts on the financial sector's future.
4. Raising awareness of the importance of quality and excellence practices in EIF.

The Quality policy is periodically reviewed and available on our website and is accessible to interested parties.



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