



IntelloACE

Quality Policy

At IntelloACE, we are dedicated to delivering high-quality training and consultancy services that meet and exceed the expectations of our clients and stakeholders. We recognize that quality is the foundation of trust, long-term relationships, and sustainable growth. Our commitment is to continually enhance the effectiveness of our Quality Management System and ensure that quality is embedded into every aspect of our operations and services.

- In line with the requirements of ISO 9001:2015 and our vision of operational excellence, IntelloACE is committed to:
- Understanding and meeting the needs and expectations of our clients, stakeholders, and communities.
- Providing consultancy services that consistently meet contractual, regulatory, and international standards.
- Complying with all applicable quality-related laws, regulations, and obligations relevant to our scope of services.
- Fostering a culture of quality awareness, responsibility, and continuous improvement across the organization.
- Enhancing client satisfaction through effective communication, responsive service delivery, and value-driven solutions.
- Setting measurable quality objectives and targets, regularly monitoring performance, and ensuring continual improvement of our Quality Management System.
- Investing in the professional development and competence of our employees to deliver services with integrity, accuracy, and innovation.
- Encouraging teamwork, accountability, and knowledge-sharing to strengthen service excellence.
- Applying evidence-based decision-making and risk-based thinking to improve operational efficiency and outcomes.
- Building lasting partnerships with clients, suppliers, and stakeholders based on mutual trust, respect, and shared value creation.

This policy applies to all IntelloACE employees, projects, and services. Leadership is accountable for ensuring the provision of adequate resources and support to implement and maintain this policy, while every employee is responsible for upholding quality standards in their daily work. The policy and related objectives will be reviewed regularly to ensure their ongoing suitability, adequacy, and effectiveness.

Sajida Khalid
Chief Executive Officer

Warisha Azam
Chief Operating Officer