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ICESCO is an international non-profit organization emanating from the Organization of Islamic Cooperation, and specializes in the fields of education, science, and culture. ICESCO has 54 Member States and three Observer States alongside with other institutional, cultural, and scientific institutions all over the world. ICESCO's vision places human rights at the core of its interests, as well as the empowerment of women in all regions which is an important strategic action field for the Organization. Under the same framework, ICESCO intends to stand out as the shining example of the Islamic world in its fields of intervention, mainly: education, science, technology and innovation, culture and communication, human and social science, and information.

ICESCO acts as an expertise hub for the activity sectors it focuses on, as well as an actor of development and an accelerator of change in the region. The fields of interest of the organization mainly focus on:

- Sustainable Development
- Youth and Women empowerment
- Artificial Intelligence applications
- Social and Technological innovation
- Dialogue and coexistence
- Heritage protection

Top management is committed to:

- ❖ Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- ❖ Continual improvement of the QMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.
- ❖ Take accountability for the effectiveness of the QMS.
- ❖ Ensure the QMS policy and objectives are established and compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes, in order to enhance customer satisfaction.
- ❖ Promote the use of a process approach and risk-based thinking.
- ❖ Ensure that the resources needed for the QMS are available; including training, support and encouragement.
- ❖ Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- ❖ Establish partnerships with interested parties to provide an improved service.

This policy will be reviewed annually by top management and where deemed necessary will be amended and re-issued. Previous versions of this policy are archived.

This policy is available to relevant interested parties, upon reasonable request.

ICESCO DG, Dr. Salim Mohamed Al-Malik




25 NOV. 2021