

QUALITY POLICY AND OBJECTIVES

1 Quality Policy

The Federal Tax Authority commits to the best quality standards that are aligned with its vision, mission and strategic objectives. This policy supports the organization and development of the authority's mandate efficiently and effectively in a manner that exceeds stakeholders' expectations and in alignment with the international best practices through the following:

Customer Happiness

Achieve customer happiness and expectations through continuously improving our services. In addition to receiving customer complaints and suggestions and solving them through our implemented innovation and complaint systems.



Quality Management System

Ensure the efficiency and effectiveness of the Quality Management System. Update the system based on best practices to ensure its compliance with ISO 2015 :9001 requirements.



Complying with obligations and legal requirements

Full compliance with all legislative, legal and tax and non-tax regulatory requirements and the corporate governance system.



Risk Management

Enhance the analytical thinking approach base in managing the authority process risks of the Quality Management system to ensure service continuity.



Continuous improvement

Being pioneers in innovation, development and business leaders through using latest technologies and creative methods. In addition, sharing our policy with all internal and external stakeholders, through our various communication channels and reviewing them periodically to ensure sustainability and continuous improvement.



Resource Management

Ensure the authority resources are highly efficient and effective. Build employee capabilities that can enable them to excel in performing their work and enhancing their capabilities.



2 Quality Objectives

The Federal Tax Authority has approved the Strategic objective goal (ensuring that all administrative services are provided in accordance with quality, efficiency and transparency standards). This goal has a set of indicators and measures that meet the requirements of ISO 2015 :9001 Quality objectives where the results are monitored and reported on a regular basis, the resources are identified, responsibilities are assigned to achieve the approved operational plan.