**The quality policy of JSC "IMOB" for 2022-2025**

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To fulfil the **Mission** and **Vision** of the Institute, to create a knowledge base and world-class scientific research, to achieve **strategic goals** in terms of increasing the efficiency of personnel activities and scientific and technical support, to implement state programs for innovative development and the needs of enterprises of the mining and metallurgical industry of the republic, the Institute's management has established the following **main directions in the field of quality**.

To increase customer satisfaction with IMOB services and products, as well as to effectively interact with key stakeholders:

■ Creation of internationally competitive scientific and technical developments that contribute to the formation of the country's innovative economy.

■ Ensuring the compliance of scientific developments, scientific and technical products and services with the current and future needs of the state, society and consumers.

■ Meeting the needs of consumers and the demand for high-quality scientific and technical services and scientific and technical products for the development of the republic's mining and metallurgical industry. Providing services and products by consumer requirements and applicable legislative and regulatory documents.

■ Continuous improvement of the structure, content and technology of scientific research based on modern trends in the development of industry science, economics, and the market for scientific and technical products and services.

■ Assistance to highly qualified scientific personnel in meeting the needs of the industry.

■ Dissemination of the scientific knowledge obtained, increasing the scientific knowledge base of the industry.

■ Development of cooperation in the field of science and technology with universities, foreign research centres, industrial enterprises and development institutes. Expanding and deepening contacts and scientific ties with foreign partners.

■ Building relationships with partners and suppliers based on mutual respect and trust, giving priority to long-term and stable interaction.

To provide the necessary conditions and resources:

■ Formation of an effectively functioning scientific centre with a full scientific and innovative cycle, from research to the implementation of research results.

■ Improving economic indicators by attracting domestic and foreign investments.

■ Modernization of technological and analytical equipment.

■ Continuously improving the qualification level of employees through additional education in all areas of the institute's activities.

■ Providing opportunities for personnel to realize their abilities, ensuring favourable working conditions, and solving issues of social security for employees.

■ Continuously improving the corporate governance system and quality management system of the institute, achieving the effective functioning of its processes.

The top management of the institute is responsible for implementing the quality policy, is committed to providing the necessary resources for this and is a leader who unites employees into a single team to achieve the goals set by the institute.

**General Director of JSC «IMOB» Kenzhaliyev B.K.**