

QUALITY POLICY

HELPING HANDS LLC (HLLC) is one of the leading organizations in Hospitality, Retail Food Services and Contract Catering & Support Business in the Oman and is committed towards Quality, Service and Value.

At HLLC, we believe in our business philosophy where “Customer is our Purpose”, “Food is our Passion”, “Service is our Culture” which is deeply embedded in our system through our “Mission, Vision and Values.”

We are committed to

- Employ best available people skills at all levels and technological improvements to deliver the quality and service, to exceed customer expectations.
- Ensure that our employees at all levels are dedicated and committed to enhancing the quality and service that we offer to our customers. Trainings are imparted to provide knowledge information, improve skills & competency and service efficiency.
- Regularly monitor our vendors to ensure that their delivery systems and services are in line with our quality requirements
- Have in place an effective & comprehensive Quality, Health, Safety & Environmental system to maintain the stringent hygienic conditions at our production unit and work places to ensure that we deliver quality services to our customers and ensure compliance to legal and other applicable requirements.
- Continual improvement of our Quality Management System (QMS) and standard operating procedures focused on enhancement of customer satisfaction through innovation.
- Review and update the Quality Objectives set at functional level to improve the QMS by the process owners in the Management Reviews

HLLC Management is committed to implement and maintain its QMS as per ISO 9001:2015 throughout the organization's processes at every level and reviews its effectiveness in the Management Review.

This Quality Policy Statement is made available to all our Employees, Vendors, Clients, Contractors, Visitors and interested parties through trainings, websites, and company brochures.

Prepared by



QHSE

Approved by



HOD

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