

**TQLS** is committed to provide our customers with quality training and related services through implementing Quality Management System (ISO 9001:2008). We plan and conduct our activities with a view to protecting and conserving the natural environment and employee health; by complying with legal and other requirements, the environmental management system (ISO 14001:2004) and meeting community expectations. We are committed to total customer satisfaction, by meeting and exceeding customers' requirements. We perform on the basis of realistic measurable objectives, with continual improvements as our standing prime goal, driving all our teams' activities towards further improvement.

Our Quality & Environment objectives are to:

- To optimize the effectiveness of training delivery against planned
  - training weeks
  - student attendance and lateness
  - training results and progress in terms of success and failure
- To ensure the financial viability of training contracts through effective
  - invoicing for training services
  - credit control
  - accurate salary payment
- To ensure the effective use of human resources against planned
  - staffing levels
  - customer acceptance
  - recruitment source success
  
- Reduce usage of all materials, including paper, increase recycling and encourage use of non-paper communication such as e-mail and telephone.
- Implementing efficient methods for solid and liquid waste management.
- Implementing emergency, preparedness, and response plans.
- Concentrating on the conservation of energy and natural resources.
- Complying with local environmental laws and regulations applicable to its operations.
- Continuous improvement of the implemented Quality & Environmental Management System (EMS).