

QUALITY POLICY

IFAG Higher Institute is a private institution accredited by the Ministry of Higher Education and Scientific Research, offering Bachelor's and Master's degree programmes under the LMD system across several fields: marketing, business, finance, accounting, computer science and mathematics.

In order to meet the expectations of our students, teaching staff, corporate partners and supervisory authorities, **IFAG Higher Institute** is committed to providing training and services of a high standard of quality, consistent with its mission as an institution of higher education.

Attentiveness to students and interested parties, academic rigour, professionalism, pedagogical innovation and continuous improvement lie at the heart of the Quality Policy of IFAG Higher Institute.

In accordance with ISO 9001:2015, this Quality Policy is appropriate to the purpose and context of the institution and supports its strategic direction. It provides a framework for setting quality objectives and includes the following commitments:

- Meeting applicable requirements, in particular regulatory, academic and contractual requirements towards students, teaching staff and partners;
- Continuously improving the Quality Management System, its processes, and the quality of the education provided;
- Communicating this policy so that it is understood and applied by all staff and teaching personnel, and making it available to interested parties.

The implementation of our Quality Management System in accordance with ISO 9001:2015 reflects our commitment to delivering higher education of excellence and ensuring the satisfaction of our students and partners. To this end:

- We measure and analyse student satisfaction, address non-conformities and malfunctions, and implement the necessary corrective actions;
- We are committed to fostering and valuing the spirit of teamwork, both academic and administrative, that defines our institution, in the service of our students' success.

Each year, measurable quality objectives are set and monitored through indicators, with the primary aim of ensuring academic excellence and the employability of our graduates.

We therefore ask every member of our administrative and academic staff to commit alongside us by applying the following guidelines:

- Recognise that the quality of the outcome stems from the quality of the work performed;
- Address critical issues as a priority;
- Always apply decisions once they have been made;
- Anticipate problems before they arise;
- Place student success and personal development at the centre of our decisions;
- Ensure the continuous updating of our programmes in line with developments in the labour market and scientific and technological advances.

General Management

IFAG Higher Institute