مصرف اسيا العراق الاسلامي
للاستثمار و التمويل
ASIA ALIRAQ ISLAMIC BANK
FOR INVESTMENT AND FINANCE

Quality Objectives

- **Establish a specific preventive administrative system to prevent cases of non-conformity, encompassing all conditions and controls that must be met by banks to ensure the quality and efficiency of performance of activities and processes affecting the quality of banking services provided, resulting ultimately in services that meet specified requirements.**
- **Demonstrate the Bank's ability to consistently provide uniform services that comply with customer requirements and applicable laws and regulations.**
- **Renew and develop banking services in a manner that ensures the Bank's sustainability, enables it to obtain international recognition, and supports continuous improvement in operations.**
- **Manage and mitigate risks across the Bank's various activities and continue continuous improvement to enhance the Bank's overall performance.**
- **Enhance the Bank's ability to identify surrounding risks, properly understand the Bank's context, and identify relevant interested parties and their requirements.**
- **Emphasize full compliance with neutrality requirements and adherence to all applicable laws, decisions, and instructions.**
- **Qualify, develop, and improve the performance efficiency of the Bank's employees through training on the latest best practices, using modern methods, and activating the principles of participation and technical and administrative supervision.**
- **Reduce the percentage of rejected transactions to reach 1% by 2026, in line with the concept and philosophy of delivering high-quality services right the first time (reducing time and cost).**
- **Reduce the number of complaints submitted by customers and interested parties to reach 1% by 2026.**