


	<b>QUALITY MANAGEMENT SYSTEM</b>	<b>CODE: SHT-QMS-PO-01-04</b>	
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Within this policy, Sun Holiday Tours is dedicated to provide high quality of service and to achieve continual improvement in the aim of satisfying customer's needs, through the continuous development and implementation of the ISO 9001:2015 Quality Management System requirements and practices. Our commitment to this policy will come in accordance with our mission of *"SHT relies on the experience of more than 20 professionals responsible for ensuring an excellent service along with offering the most up-to-date proposals in the tourism market"*.

The Quality Management System is the responsibility of all employees in direct or indirect contact with the customer. SHT is devoted to establish, implement and maintain this Quality Management System 9001:2015, covering all its requirements:

- Understand our customer's needs through regular contact and striving to exceed these requirements
- Implement all procedures and ensure the existence of all needed resources to deliver a high quality of service
- Ensure compliance with all relevant quality regulations and legislations to meet customer satisfaction
- All employees are provided with the information, training and tools necessary to develop their skills and competencies to do their job in compliance with the quality management system requirements
- Measure progress against the objectives in all activities and report performance to ensure continuous improvement and compliance with all standards

Our management will ensure that all our team understands and fully implements the company's policies and objectives and is able to perform its duties effectively through an ongoing training and development program. This policy shall continuously be reviewed for suitability.

Mr. Raymond Wehbe  
 Managing Director  
  
**RAYMOND T. WEHBE**  
 Managing Director  
 15-Apr-2016