

## **QUALITY MANAGEMENT POLICY**

### **NIMD**

Effective date 31.08.2021

## QUALITY MANAGEMENT POLICY NIMD

This document describes NIMD's Quality Management Policy. It confirms our commitment to quality management and provides us with a clear framework for implementing and monitoring aims to set of clear intended outcomes and commitments of the Quality Management System at NIMD.

### STATEMENT

The Netherlands Institute for Multiparty Democracy strives for a world of inclusive democracies that offer equal opportunities for all to be heard, to participate and to take responsibility in politics at all levels. We do that by bringing politicians and society together in dialogue so that they can jointly formulate policies to improve their democratic system. We also support individual politicians, political parties and other political institutions to strengthen their democratic values and improve the overall political culture in their country. As a non-partisan organization, driven by democratic values, we work with the entire political sector in a country, from aspiring politicians to political leaders, and from national to local level. NIMD works in over 20 countries in Africa, Latin America, Southeast Asia, the MENA region, and the Eastern European Neighbourhood.

NIMD recognizes that an adequate Quality Management System, process improvements and compliance will help ensure the sustainability of our organization and will help us achieve our organizational objectives .

Therefore NIMD as ISO 9001:2015 certified organisation is committed to keep implementing an effective and implementing an effective Quality Management System that takes into account the needs of our main stakeholders (programme partners and donors). The objectives of our quality policy will be reviewed once a year by management.

### SCOPE QMS

The identification, planning and implementation of programs that contribute to support political actors from across the political spectrum in young and emerging democracies, by capacity strengthening (knowledge exchange, mutual learning, political analysis and capacity building) and dialogue within a multiparty political system.

### OBJECTIVES

By investing in an adequate quality management system and making it a priority, NIMD is able:

1. to improve all aspects of our quality management system This will enable NIMD to perform in an effective, professional and accountable manner.
2. to revise and improve its programme cycle and support processes.
3. to implement a programme management system that will enable NIMD to properly track and monitor programme implementation, making sure that the implementation meets NIMD's high quality standards.



T. Berman 31 August 2021

Version 0.1

Process owner: Quality Manager

Approved by: Thijs Berman

Date of approval: 31-08-2021

Page 2 of 2