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QUALITY POLICY

Kosova Education Center (KEC) specializes in managing education projects, organizing trainings in its field of activity, education consulting, and publications in the field of education.

Our aim is to offer quality services which fully satisfy the requirements of our clients, to ensure a stable financial situation and to fulfill the objectives and the interests of our organization.

Through the implementation of the quality management system accordingly of the ISO 9001:2015 standard, we will meet the expectations of the `beneficiaries, donors, partners, clients, the KEC Board, employees and community.'

In order to accomplish our aim, the KEC management and employees are obliged to:

- Fulfill the requirements of the beneficiaries, clients, donors, partners and specific project requirements,
- Act based on the assigned responsibilities and defined procedures,
- Continuously fulfill the requirements of the Standards,
- Improve the efficiency and effectiveness of the work processes,
- Further develop the skills of the personnel,
- Act in a preventive manner to avoid non-conformities,
- Recognize, implement and review the quality management policy,
- Fully commit to continuous improvement of the quality management policy.

The above obligations can be achieved only with knowledge, professionalism, experience and motivation of our employees, by improving their skills, and following the development of technology and market demands.