

## HIMAT Consulting – Quality Policy

At HIMAT Consulting, we are committed to delivering high-quality, evidence-based consulting services that support inclusive, sustainable development outcomes. We serve governments, development partners, NGOs, and civil society organizations by offering strategic advice, capacity building, and technical assistance grounded in context, integrity, and impact.

Our Quality Management System (QMS) in line with ISO 9001:2015, ensures that our work consistently meets client expectations, regulatory requirements, and the highest standards of professional excellence.

Our commitment to quality is guided by the following principles:

### 1. Client and Stakeholder Focus

We place the needs of our clients and their stakeholders at the heart of our work. Whether supporting policy reform, institutional strengthening, or program design and evaluation, we engage deeply to understand local contexts and deliver tailored, relevant solutions.

### 2. Leadership and Accountability

Our leadership fosters a culture of quality, transparency, and ethical practice. We set clear quality objectives aligned with development goals and ensure accountability at all levels of our organization.

### 3. Inclusive and Competent Teams

We invest in a diverse and multidisciplinary team of consultants with deep experience in the development sector. We promote continuous learning and collaboration to ensure that our advice is both technically sound and socially responsive.

### 4. Process Excellence

Our consulting methodologies are systematic, participatory, and adaptable to dynamic development contexts. We manage our projects through well-defined processes that ensure consistency, efficiency, and learning.

### 5. Evidence and Learning

We prioritize evidence-based approaches. Our recommendations and insights are backed by rigorous data collection, analysis, and monitoring. We actively document lessons learned to support adaptive programming and institutional learning.

## 6. Continuous Improvement

We are committed to continuous improvement in our services and systems. We regularly review feedback from clients, partners, and beneficiaries to refine our approaches and enhance our effectiveness.

## 7. Risk and Context Awareness

We proactively identify and address risks—whether political, operational, or environmental—that could impact the quality or sustainability of our work. We adapt our strategies to remain relevant in fragile, complex, or rapidly changing contexts.

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This Quality Policy is communicated to all HIMAT Consulting staff and partners and is reviewed regularly to ensure it remains aligned with our mission, strategic direction, and the evolving needs of the development sector.

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