

Quality Policy

Microfund for Women seeks to deliver the highest standards of financial and non-financial services in line with its vision of advancing local communities and aspiring toward a more just and equitable society, in which individuals are empowered to break the cycle of poverty and achieve prosperity and well-being within an integrated and sustainable quality of life.

Microfund for Women, represented by the Executive Management and all its employees, is committed to achieving the highest quality standards associated with maintaining certification to **ISO 9001:2015**. This commitment is reflected through adherence to a set of core principles, including enhancing the satisfaction of beneficiaries and ensuring that their needs and expectations are consistently reflected across all company activities, as well as ensuring continuous improvement through the effective use of all available tools. Such tools are not limited to internal expertise but extend to the adoption of best practices within the global microfinance sector, within the framework of an effective Quality Management System. The Company also commits to full compliance with all applicable legislation and with the instructions of the Central Bank of Jordan, as the regulatory umbrella governing the microfinance sector.

For the purpose of executing its operations, Microfund for Women is committed to recruiting qualified personnel and ensuring the highest levels of training and capacity building for all employees, to enable their effective contribution to the achievement of the Company's objectives, the proper performance of assigned roles and responsibilities, and the embodiment of the core values that form the foundation of Microfund for Women's organizational culture. These values include transparency, integrity, knowledge-driven practices, and innovation in the design and implementation of initiatives that serve the interests of the Microfund for Women community of beneficiaries. The Company further upholds its core values in supporting local communities and entrepreneurial initiatives through the use of electronic solutions in its interactions with beneficiaries, with the aim of building trust, enhancing service quality, promoting a culture of initiative, and delivering distinguished services in accordance with the highest standards.

Microfund for Women also commits to considering national directions and priorities, including the Financial Inclusion Strategy and the Economic Modernization Vision, as guiding references in the development of the microfinance sector. In addition, the Company seeks to benefit from the developmental visions and insights of its international and regional partners and supporting organizations.

Chief Executive Officer



M.A.
CEO

Total Quality Manager



M.H.
TQM