



# Quality Objectives

By the end of December 30, 2024;

1. We ensure 98% beneficiaries' satisfaction.
2. We strive to complete all projects in the due time of each project.
3. We strive to improve operational efficiency.
4. We aim to increase the engagement of members and stakeholders by 25%.

S. No.	Quality Objective	Implementation strategy	Responsible
1.	Achieve a customer satisfaction rating of at least 90%	Periodic monitoring of satisfaction level through feedback surveys and client interactions at conference, trainings, and end users/beneficiaries	Project Manager, Outreach Coordinator, Project Officer
2.	We strive to complete all projects in the due time of each project.	Periodic monitoring of outputs and impact on beneficiaries via questionnaire and feedback Evaluation	Project Manager, Outreach Coordinator, project Officer
3.	Enhance communication strategies, leading to a 25% increase in the engagement of members and stakeholders.	Periodic monitoring of platform analytics, inquiries and engagement while practicing adaptive adjustment on strategy	Project Manager, Outreach Coordinator, Communications project Officer
4	Improve operational efficiency by streamlining at least three key internal processes, leading to a 20% reduction in turnaround time.	Integrate one new technology solution to enhance organizational processes and communication channels.	Project Manager, Communications project Officer

Best Regards.

**Kebour Ghenna,**  
Executive Director

