



True to its academic and scientific vocation, Djillali Liabes University has set itself the mission of providing excellent education and conducting high-level scientific research, contributing fully to the economic and societal development of the region and Algeria.

To this end, the University is committed to:

- **Ensuring compliance with current standards**, by strictly adhering to legal, regulatory, normative, and contractual obligations, as well as taking into account the needs and expectations of all our stakeholders.
- **Ensuring customer focus** by making the satisfaction of our students and stakeholders an absolute priority.
- **Making student success our primary mission** by designing educational programs tailored to their profiles and ambitions, and giving them the tools they need to flourish and integrate into professional life in a sustainable manner.
- **Raising scientific research to the level of a national priority** by forging alliances with academic, economic, and institutional actors to multiply the impact of our work.
- **Promoting human capital as a lever for quality** by involving each member of staff in the process of continuous improvement, investing in their skills development, and valuing their commitment to institutional excellence.
- **Strengthening the University's roots in its ecosystem** by cultivating relationships of trust and proximity with our institutional, economic, and social partners.
- **Establishing a framework conducive** to achieving quality objectives and developing innovation.
- **Embedding a culture of quality at all levels** through awareness-raising, training, and recognition of improvement initiatives.
- **Embedding continuous improvement throughout the organization** by establishing a systematic approach to evaluate our processes, anticipating risks, seizing opportunities for progress, and implementing effective and sustainable corrective and preventive actions.

Appropriate to the purpose and context of the University by supporting its strategic direction, this policy is part of a quality management system that complies with the **ISO 9001:2015** standard. This framework ensures the continuous improvement of the University's performance and meets the expectations of all its stakeholders and applicable requirements.

Accessible to all stakeholders, this policy involves all University staff. It is regularly updated to keep pace with changes in our environment and the objectives we have set ourselves.

The Rector Professor **Merahi BOUZIANI**

Sidi Bel Abbas, 20/02/2026

