

# **PRIME MINISTER'S OFFICE**

**(Defence and Home Affairs Division)**

## **MS ISO 9001: 2015 -QUALITY POLICY STATEMENT**

The Home Affairs Division of the Prime Minister's Office is committed to the formulation and implementation of relevant policies with a view to achieving its objectives effectively and efficiently, in accordance with the strategic directions set out by Government.

We are committed to deliver quality and timely services regarding applications for Apostille, Residence Permit, Citizenship as well as applications under the Non-Citizens (Property Restriction) Act and all related and associated services while ensuring that the needs and expectations of our customers are met, if not exceeded, in accordance with the law, established procedures and in line with the ISO quality objectives and ISO standards.

We strive to deliver an excellent service to all our customers and other stakeholders, including internal and external agencies whose services directly and indirectly impact on our own services, through a result-oriented approach, use of technology, innovative practices, grooming of our staff and adaptation to emerging challenges which affect our work environment and business processes.

The Home Affairs Division of the Prime Minister's Office will continue to maintain its pivotal role through effective leadership and management practices *vis à vis* all its stakeholders and customers, and engage in continuous improvement in the day-to-day business and quality management system as a part of its effort to enhance customer satisfaction and effective service delivery, both in terms of quality and quantity.

*03 December 2020*