Quality Policy

DNI (Dubai National Insurance) is committed to being the leading insurer providing products and services of high quality by continually enhancing the quality of products and services in line with market needs and customer expectations.

Dubai National Insurance is adopting and implementing the quality policy through the application of the international standard, ISO 9001: 2015 quality management system and the following directives:

Provide high quality services that meet the needs and expectations of the various interested parties.

Instill a risk-based management culture within the organization.

Commitment to regulations, laws, and international standards with the effective application of the standards of the ISO 9001:2015 Quality Management System.

Work to provide the necessary resources to ensure the efficiency and effectiveness of the applied quality management system and strive to motivate, involve, and train employees to achieve the intended goals.

Keep abreast of best practices to develop operations & services and provide them in an innovative way to delight customers.

Review of quality management system on a continuous basis to be in line with business priorities and strive for continual improvement.