



Bureau of Assessment Services

Managing Assurance with Confidence

Statement of Performance

The Processes and Procedures of

Harley Street Medical Centre

Marina Village, Villa A18, A19, A20, A21 & A22,
P.O. Box: 41475, Abu Dhabi, United Arab Emirates.

has been assessed by Bureau of Assessment Services and demonstrates the following level of performance against the voluntary guidance standard of

ISO 10001:2007 (Quality Management - Customer Satisfaction - Guidelines for Codes of Conduct for Organizations)

Guidance on Rating of Customer Satisfaction (Level 4 of 5: "Advanced")

The Advanced Level 4 is achieved by the Organisation by demonstrating evidences for code of conduct on the process to monitor and measurement of the customer satisfaction. The customer satisfaction process described is suitable for use as one of the processes of an overall quality management system.

The Scope of Organisation

Medical Centre and One Day Surgery Centre - Consultation, Surgeries, Sleep Study, Inpatient and Outpatient Services.

[EA/NACE: 38/86.21]

Audit Date: 21-August-2016
Ref No.: AE-BAS-QCS0004247


Certification Manager
Bureau of Assessment Services



The Statement of Performance shall not be considered as certificate of compliance. This Performance Statement is valid for One Year from the date of Audit and renewed after an assessment with a revision in performance ratings.

Issuing Country: Bureau of Assessment Services LLC, P.O. Box: 116898, Al Karama, Dubai, United Arab Emirates.

Bureau of Assessment Services (UK) Limited, 2 Woodberry Grove, North Finchley, London N12 0DR, United Kingdom.
(Company Number: 07578287).

