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QUALITY POLICY

At **SPARTAN FITNESS**, we are committed to delivering exceptional fitness and wellness services that inspire healthy lifestyles and continuous improvement in the well-being of our members.

Our goal is to provide a **safe, clean, and motivating environment** supported by professional staff, modern facilities, and personalized programs that meet and exceed customer expectations.

We are dedicated to achieving the highest standards of customer satisfaction by ensuring that:

1. All fitness and wellness services meet established quality and safety standards.
2. Our facilities and equipment are maintained in excellent condition to ensure member safety and satisfaction.
3. Our employees and trainers are competent, certified, and continuously developed through training and performance evaluation.
4. Risks and opportunities are identified and managed to maintain service consistency and operational excellence.
5. Comply with the requirements of ISO 9001 Management System and Legal, Statutory, Regulatory & Contractual Requirements.
6. Ensuring that measurable quality objectives are established and reviewed.
7. Ensuring that the quality policy is communicated and understood throughout the organization and is available to all interested parties when required.

Our management and staff share the responsibility of upholding this policy and working together to enhance our Quality Management System and the satisfaction of every member we serve.

This policy is maintained and reviewed at least ANNUALLY to ensure that any changes to our organization, its scope of operations and its working are arranged, and practices are considered to ensure continued adherence to our commitment.


Faris Al Kooheji
Chief Executive Officer



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This document is part of the Quality Management System for Spartan Fitness
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