



ICQ

International Certification of Quality Department
American International Academy

Organizational Excellence Certification Application

ICQ-Form-EX-OEC-26020

The evaluation and certification fees vary according to the type of institution and the number of excellence domains selected. We will forward the application to our consultant and get back to you soon.

Date	
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1 Institution's Information	
Full Name in English	
الاسم الكامل بالعربية *	
Type of institution (educational – training – corporate – other)	
Country	City
Full Address	
No. of Employees	Number of Beneficiaries (students/clients)
Mobile No.	Phone
Email	Website
Owner's/General Manager's Name:	
Nationality	ID No.
Reason for requesting the certificate	
* For organization registered in Arab countries.	

2 Required Certificate's Information	
Certificate Name	Certificate of Institutional Excellence
Domains of Excellence: Write the number of the domain(s) of excellence required (Choose domains numbers from list below)	
1. Corporate Performance Efficiency 2. Satisfaction of internal beneficiaries and customers 3. Innovation and sustainable development 4. Commitment to governance and transparency 5. Enhancing the work environment and job empowerment	1. كفاءة الأداء المؤسسي 2. رضا المستفيدين والعملاء الداخليين 3. الابتكار والتطوير المستدام 4. الالتزام بالحوكمة والشفافية 5. تعزيز بيئة العمل والتمكين الوظيفي
Chosen Numbers:	
Please refer to section (7) of this application and attach the required documents for the domain(s) selected.	



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Have you received any previous certificates or awards? Please list them along with the name of the awarding body and the date (if any).

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3	Declaration
I hereby confirm that: All submitted documents are accurate and reflect the institution's actual practices.	
Name	
Position	
Date	
Signature	

4- Notes and Fees
<ol style="list-style-type: none">1. Issuance of the official Excellence Certificate: Applied upon approval.2. Optional expedited processing: Additional fee applies.3. Final fee is communicated after reviewing the application.4. Fee varies based on institution size and type.

5- Required Documents
<p>Please attach the following documents to complete the application:</p> <ol style="list-style-type: none">1. Organizational brief profile.2. A copy of the organization's valid license.3. A copy of the identity or passport of the owner or the general manager.4. A clear picture with a white background (if possible) of the organization's logo.5. Copy of related certificates obtained by the organization.6. Previous certificates or awards (if any).7. Our consulting office may request additional documents if necessary.



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6- Terms and Conditions

1. All submitted information must be accurate and reflect actual institutional practices.
2. ICQ may request additional documents or clarifications if needed.
3. ICQ may suspend or revoke the certificate if misleading information is discovered.
4. ICQ may verify document authenticity through official channels.
5. Accreditation numbers are unique and non-transferable.
6. Renewal requires submitting updated documents before expiration.
7. ICQ may update criteria, fees, or terms without prior notice.

7- Required Documents Checklist (Remote Evaluation)

Select the desired domain(s) and send the associated documents, With any additional supporting documents that reflect innovation, sustainability, or excellence in operational areas.

A. Organizational Performance

- A copy of the strategic or annual operational plan.
- A summary of key performance indicators (KPIs) and their latest results.
- One recent performance report (quarterly or annual).
- Optional (only if available): A brief example of a performance improvement initiative.

B. Customer & Beneficiary Satisfaction

- The survey tool or method used to measure customer satisfaction.
- A summary report of customer satisfaction results from the last 12 months.
- A simple description of how to handle complaints or feedback.
- Optional (only if available): One example of a customer-experience improvement action.

C. Innovation & Sustainability

- A short description of one innovation or improvement initiative.
- Evidence of implementation (a report, a screenshot, or a brief summary).
- A simple statement on sustainability practices (environmental, social, or operational).
- Optional (only if available): Any measurable results or impact of the initiative.

D. Governance & Transparency

- A copy of the governance or organizational policy (or a summary of it).
- A document showing roles and responsibilities (organizational chart or RACI).
- A brief description of how compliance or risks are monitored.
- Optional (only if available): One recent internal or external audit summary.

E. Work Environment & Employee Empowerment

- A summary of HR policies or employee support programs.
- A recent employee satisfaction or engagement survey summary.
- A list of training or development activities conducted in the last year.
- Optional (only if available): One example of an employee empowerment or well-being initiative.



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Submitting the Application and Documents

1. Send the application by email (admin@icqd.net), attaching the required basic documents as detailed in Section 5, and request a price quote.
2. After receiving and approving the price quote, you can send the documents for your selected quality domains. Place the attachments for each domain in a separate folder and name the folder after the domain name. Combine the folders into a single folder, compress it, and email it with the application.
3. Note: If the folder size is too large, your email may not be able to accept and send it. In this case, split the folders or files into two or more parts and send each part in a separate email. The standard email size limit is 25 MB.

Official Use Only	
Approval	
Consultant	
Certification No.	
Signature and stamp	