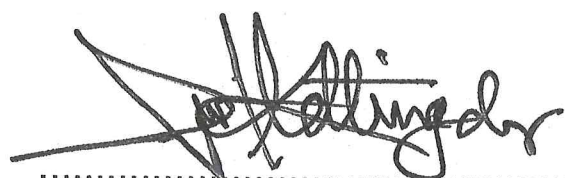




QUALITY OBJECTIVES

1. To provide quality and competitive examinations.
2. To enhance customer satisfaction index from 82% in 2021 to 85% by the year 2027.
3. To enhance financial sustainability by growing the net surplus by 12% annually.
4. To enhance employee satisfaction index from 74% in 2021 to 80% by the year 2027.



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Dr. Nicholas K. Letting', Ph.D., EBS
SECRETARY/CHIEF EXECUTIVE OFFICER

Date: 31 May 2023
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