Quality Policy for The Industrial Bank of Kuwait

At the Industrial Bank of Kuwait (IBK), we are committed to delivering banking and financial services that meet customer expectations, align with regulatory requirements, and contribute to Kuwait's industrial and economic growth. Our quality policy reflects our dedication to excellence, innovation, and sustainability in all aspects of our operations.

IBK Commitment:

1. High-Quality Services: We provide tailored financial solutions that meet market demands and customer expectations.

2. Regulatory Compliance: All operations are conducted in adherence to national and international financial regulations, local legislation, and industry best practices.

3. Continuous Improvement: We continually enhance our processes and systems to ensure operational efficiency and exceptional customer satisfaction.

4. Sustainable Development: We focus on supporting projects that drive industrial diversification and contribute to Kuwait's economic sustainability.

Our Vision:
IBK as a profitable bank with a strong focus on industrial development impact and as the main driver behind growing a diversified Kuwaiti economy.

Our Mission:
Driving more diversified industrial growth and innovation, with a stronger focus on creating additionality as well as economic development impact for Kuwait.

The IBK management supports maintaining the highest standards of quality in all our operations and ensuring that our services meet the evolving needs of our customers, stakeholders, and the Kuwaiti economy.

Ali Khajah
Chief Executive Officer