

DFM's business excellence journey reaches new height grabbing the Dubai Quality Award for the financial sector

- **H.E. Essa Kazim: “The DQA has been playing a pivotal role in promoting best practices of quality and winning the award from the first application, underlines DFM’s business excellence throughout its momentous history”**

Dubai, 3 April 2019: Dubai Financial Market (DFM) today announced that it has won the Dubai Quality Award (DQA), for the financial sector category, in recognition of its commitment to highest levels of quality in customer service. The award crowns DFM’s momentous excellence journey throughout its entire history.

His Highness Sheikh Mansour bin Mohammed bin Rashid Al Maktoum, Chairman of Dubai International Marine Club has presented the award to His Excellency Essa Kazim, Chairman of DFM during the Business Excellence awards ceremony



hosted by the Department of Economic Development, under the patronage of His Highness Sheikh Mohammed Bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai,

It is noteworthy that the DQA evaluation of DFM's processes and procedures concluded that the exchange maintains an excellent business environment for its operations, procedures and services provided to market participants in line with the award's criteria.

The DFM's win of the Dubai Quality Award, from the first application, follows its win of a Five Star "Recognized for Excellence" Award earlier of the year from the European Foundation for Quality Management (EFQM).

His Excellency Essa Kazim, Chairman of DFM said: “As it celebrates its 25th anniversary, the Dubai Quality Award has been playing a pivotal role in promoting the culture and best practices of quality and excellence in the United Arab Emirates. We are truly proud to receive this prestigious recognition from the first application, which clearly indicates that business excellence and quality are a deeply rooted culture within our market. Since its inception in the year 2000, the DFM has been embracing excellence practices in line with Dubai’s status as a center of excellence in the region and beyond. Grapping the DQA award few months after winning the EFQM award underlines DFM’s ability to build its corporate culture in line with market participants’ requirements, strategic objectives of Dubai and the UAE. Our Business excellence culture is also in line with the vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, on quality of services.”

It is noteworthy that the DQA was launched in 1994 and has been a key driver of quality and business excellence in private and public sector in the UAE and the broader region.

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About Dubai Financial Market: Dubai Financial Market (DFM) was established as a public institution with its own independent corporate body. DFM operates as a secondary market for the trading of securities issued by public shareholding companies, bonds issued by the Federal Government or any of the local Governments and public institutions in the country, units of investment funds and any other financial instruments, local or foreign, which are accepted by the market. The DFM commenced operations on March 26, 2000 and became the first Islamic Shari'a-compliant exchange globally since 2007. Following its initial public offering in November 2006, when DFM offered 1.6 billion shares, representing 20 per cent of its paid-up capital of AED 8 billion, DFM became a public joint stock company and its shares were listed on 7 March 2007 with the trading symbol (DFM). . Following the IPO, the Government of Dubai retained the remaining 80 per cent of DFM Company through Borse Dubai Limited. www.dfm.ae

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