



## **PRIVATIZATION COMMISSION**

Enhancing Kenya's Productive Capacity

# **Quality Policy**

The Privatization Commission commits itself to quality as a major operating priority.

Our goal is to ensure total customer satisfaction with our services through effective implementation of the Privatization Programme that enhances Kenya's productive capacity and empowers its citizens economically.

This shall be translated into process requirements in the Privatization Commission Quality Management Systems.

Through the implementation of our Quality Management Systems, the Commission shall:

- Establish quality objectives at relevant functions, levels and processes needed for the QMS and periodically review the objectives;
- Determine the needs of interested parties and ensure that applicable customer, statutory and regulatory requirements are determined, understood and consistently met;
- Incorporate the risk-based thinking and process approach concepts in our operations;
- Maintain quality procedures and conduct periodic internal audits and Management reviews to ensure Continual Improvement of our processes and capabilities;
- Ensure that this quality policy is communicated, understood and applied within the Commission;
- Build and sustain a culture of shared values of integrity, fairness, transparency, accountability, teamwork, inclusiveness and professionalism.

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EXECUTIVE DIRECTOR/CEO

01 - 11 - 2018

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