



# **QUALITY POLICY**

**Doc. No.: CA/QP/MR/001**

**Version: E**

**Revision: 1**

**Last Review Date: 24<sup>th</sup> November 2022**

## **QUALITY POLICY STATEMENT**

The Communications Authority of Kenya (CA) is committed to the highest standards of quality in facilitating access to and use of ICT services by all in Kenya, through enabling regulation, partnerships and innovation. The implementation of its Quality Management System shall support its strategic direction.

The Authority shall:

- a) identify and continuously review internal and external factors, which influence its purpose and objectives;
- b) fulfill its mandate, meet customers' requirements and continually improve on its effectiveness through compliance to ISO 9001:2015 and Legal requirements;
- c) continually review and monitor interested parties' needs and expectations;
- d) determine and address the risks and opportunities that can affect the delivery of its services and its ability to enhance customer satisfaction;
- e) review this Policy and the established Quality Objectives annually for continuing suitability; and
- f) make this Policy available to relevant interested parties.

Signed:  \_\_\_\_\_

**Mr. Ezra Chiloba**

**Director General**

**COMMUNICATIONS AUTHORITY OF KENYA**  
**QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2015**

**0.0 DOCUMENT REVISION HISTORY**

<b>Date of Changes</b>	<b>Previous Version/ Revision</b>	<b>Location of Changes (Procedure/Clause)</b>	<b>Summary of Changes</b>	<b>New Version/ Revision</b>
10 <sup>th</sup> September 2018	Version C Revision 1	Overhaul of the whole document	The changes have been made in order to meet the requirements for transition from ISO 9001:2008 to ISO 9001:2015 QMS standard	Version D Revision 0
24 <sup>th</sup> November 2021	Version D Revision 0	Improvement of the Policy	The Policy was reviewed and improved in line with the new standard	Version D Revision 1
24 <sup>th</sup> November 2022	Version D Revision 1	Improvement of the Policy	The Policy was revised to incorporate the Authority's current Strategic Direction.	Version E Revision 1

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**1.0 DOCUMENT AUTHORIZATION FOR USE**

**I Ezra Chiloba Director General do hereby authorize its use.**

**Signed: ..... Date: 19<sup>th</sup> April 2023**