

# QUALITY POLICY STATEMENT

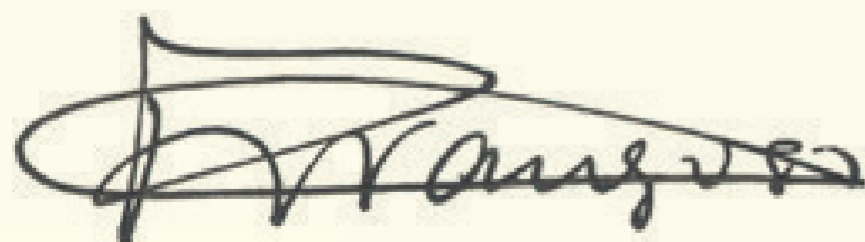
QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2015

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

The Authority shall:

- ✧ Identify and continuously review internal and external factors, which influence its purpose and objectives.
- ✧ Fulfill its mandate, meet customers' expectations and continually improve on its effectiveness through compliance to ISO 9001:2015 and Legal requirements.
- ✧ Continually review and monitor stakeholder needs and expectations.
- ✧ Determine and address the risks and opportunities that can affect the delivery of its services and its ability to enhance customer satisfaction.
- ✧ Review this Policy and the established Quality Objectives, which have been set from this quality policy, annually, for continuing suitability and make this Policy available to relevant interested parties.

Signed:



---

Director General