



## EAC SECRETARIAT QUALITY POLICY STATEMENT

As outlined in Article 71 of the Treaty for the Establishment of the East African Community, the EAC Secretariat is responsible for, among others, the strategic planning, management and monitoring of programmes, as well as coordination of the policies and strategies aimed at enabling the community achieve its vision *"to attain a prosperous, competitive, secure and politically united East Africa"*.

To be successful in achieving the mission and vision of the EAC, quality must be the foundation and an integral part of the Secretariat's operations and corporate business principles. Quality is a measure of our performance as experienced by our customers and stakeholders.

As we strive to provide our customers and stakeholders with services which meet and even exceed their expectations and aspirations, our actions will be guided by the following essential elements of our commitment to excellence:

- i) Fostering a culture of customer / stakeholder focus / satisfaction, risk-based thinking, continual improvement and process-based approach through the establishment, implementation, maintenance, and continual improvement of a process-based management system based on ISO 9001:2015 International Standard focused on satisfaction of our customers/stakeholders;
- ii) Ensuring that quality objectives are clearly articulated in the EAC Development Strategy, Annual Operational Plans, and other performance management tools;
- iii) Ensuring we comply with relevant laws and regulations, including internal requirements;
- iv) Providing the required leadership, management and resources to support the Quality Management System;
- v) Promoting dedication, engagement, ownership and teamwork by ensuring each individual understands how she/he can contribute to enhanced performance, customer satisfaction and continual improvement through clear responsibilities, accountability, standards, effective communication, training, supervision and coaching;
- vi) Challenging ourselves to continuously innovate and improve processes and the quality management system through the review of quality objectives and results; and
- vii) Continuously listening to our customers and stakeholders to understand their needs and expectations as a basis for implementing sustainable improvements in our performance and operations.

I, the undersigned, on behalf of the EAC Secretariat, hereby commit to promote and provide leadership for the implementation of the EAC Secretariat Quality Policy and the Quality Management System for enhanced performance, quality of service, delivery and satisfaction of our customers and stakeholders.

Signed

Amb. Liberat Mfumukeko

**SECRETARY GENERAL**

ISSUE DATE: