



EAC SECRETARIAT QUALITY POLICY STATEMENT

The East African Community Secretariat is mandated by the Treaty Establishing the East African Community to discharge and be responsible for, among others; the strategic planning, management and monitoring of programmes, as well as coordination of policies and strategies aimed at enabling the Community achieve its mission and vision.

To achieve our mission, vision and objectives of the EAC, delivery of quality services remains 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 and satisfaction and risk-based thinking through the establishment, implementation, maintenance and continuous improvement of a process-based management system based on ISO 9001:2015;
- ii) Timely response to issues raised by our customers and stakeholders;
- iii) Ensure that quality objectives are clearly articulated in the EAC Development Strategy, Annual Operational Plans and other performance management tools;
- iv) Ensuring compliance with relevant laws and regulations, including internal requirements;
- v) Providing the required leadership, management and resources to support the Quality Management System;
- vi) Promoting teamwork and ownership by ensuring each individual understands their contribution to the institution's enhanced performance, continuous improvement and customer satisfaction;
- vii) Challenging ourselves to continuously innovate, improve processes and the quality management system, through the review of quality objectives and results;
- viii) Continuously listen 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

Hon (Dr.) Peter Mutuku Mathuki

SECRETARY GENERAL

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