



## **OUR QUALITY POLICY**

The Authority is committed to implementation of the Kenya National Qualifications Framework (KNQF) to ensure that qualifications awarded in Kenya at all levels are of the highest quality and are nationally and international recognized.

The commitment will be actualized through:

- I. Adherence to international quality standards, Monitoring and Evaluation of implementation of both internal and national policies on National Qualifications;
- II. Consistently meeting customer expectations/requirements and addressing current and future needs & expectations including legal obligations;
- III. Identifying and monitoring risks and opportunities associated with our context and processes;
- IV. Establishing and monitoring measurable Quality Objectives at corporate and functional levels;
- V. Continual improvement of the Quality Management system through data analysis, performance evaluation and management review every six months;
- VI. Maintaining, communicating, implementing and reviewing this Policy in order to ensure its continual suitability and availability to stakeholders; and
- VII. Ensuring that all staff discharge their services in accordance with this Quality Policy.

A handwritten signature in blue ink, consisting of a large, stylized 'E' followed by a horizontal line and a small 'no' at the end.

**Director General/CEO**

**(2<sup>nd</sup> June 2022)**