

QUALITY POLICY

Our vision is to create a vibrant, safe, secure and sustainable civil aviation system. Therefore, adoption of a quality management system is a strategic decision taken by KCAA to help improve efficiency and consistency of its services in order to continually enhance our customers' experience.

Our quality culture is benchmarked on the ISO 9001:2015 Standard.

To achieve this, KCAA commits to:

1. Consistently meet and strive to exceed Customers' expectations/requirements by addressing their current and future needs & expectations including legal and statutory obligations.
2. Identifying and monitoring Risks and Opportunities associated with her context and processes.
3. Establishing and monitoring measurable Quality Objectives at corporate and functional levels directly involved in customer service delivery.
4. Continual improvement of the QMS through data analysis, performance evaluation and management review.
5. Maintain, communicate, implement and review this policy in order to ensure its continual suitability and availability to stakeholders.
6. Ensure that all staff discharge their services in accordance with this quality policy.

Signed:.....

Capt. Emile N. Arao
Director General

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