



KENYA CIVIL AVIATION AUTHORITY QUALITY POLICY

Creating a safe, efficient and reliable air transportation system for the traveling public is our responsibility. Therefore, adoption of a quality management system is a strategic decision taken by KCAA to help improve consistency of its services, customer satisfaction and overall efficiency

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

To achieve this, KCAA commits to

1. Consistently meet Customer expectations/ requirements and address 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.
4. Continual improvement of the QMS through data analysis, performance evaluation and management review every six months.
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.