



## Quality Policy

Tourism Fund is committed to pursuing excellence in quality with respect to mobilization of resources to ensure effective and efficient funding the development of a sustainable tourism and hospitality industry in Kenya.

We shall at all times remain customer and results focused endeavoring to meet and exceed the expectations of all our customers and interested parties.

We shall on a scheduled basis establish needs, risks and opportunities relevant to the Quality Management System (QMS), of all our customers and interested parties and take appropriate actions.

Top Management shall provide leadership and resources for the realization of our objectives and ensure effective communication and implementation of the Quality Management System (QMS) in the organization.

We shall set and achieve our quality objectives at institutional, functional and process levels through: -

- » Maintenance and continuous improvement of a Quality Management System modeled on the ISO 9001 :2015 International Standards which includes satisfying all statutory and regulatory requirements;
- » Ensuring effectiveness and efficiency in resource mobilization, utilization and management as per our mandate;
- » Commitment to providing our customers and interested parties with products and services that meet and exceed their needs and expectations;
- » Recruitment, development and retention of competent and motivated work force and continuous updating of our knowledge database.
- » Devotion to a quality culture that encourages employee's participation in the Quality Management System
- » Communicating the quality policy within Tourism Fund and availing to interested parties as appropriate
- » Conducting scheduled internal audits, other necessary audits and management reviews, and undertaking continuous improvements
- » Establishing and maintaining effective collaborations and partnership with interested parties.

This Quality Policy will be reviewed at least once every three years to keep abreast with the prevailing circumstances.

David K. Mwangi  
Ag. Chief Executive Officer  
5<sup>th</sup> November 2020

ISO 9001:2015  
BUREAU VERITAS  
Certification

