



## QUALITY POLICY STATEMENT

Kenya Railways is committed to provision of efficient and safe rail services in a way that meets contractual, applicable legal and statutory requirements and ISO 9001:2015 Standard.

In pursuit of this commitment, the Corporation shall ensure:-

- Development of new railway projects and rehabilitation of existing infrastructure and facilities are undertaken through proper planning and effective project implementation.
- Resources are available and efficiently deployed in provision of freight and passenger rail services to meet customers' expectations.
- Provision of up to date, relevant and market oriented skills and technology for supporting the Railway Sector through effective training programs.
- Members of staff are performing as a team with integrity, accountability and reliability, while paying special attention to details in the safety and security requirements of our customers.
- Quality Management System is integrated to all our operations and is continually reviewed to improve its effectiveness.
- The Quality Policy is communicated and understood by all staff and is available to all interested parties as appropriate.
- Risk-based thinking and process approach are embraced in all our operations.
- Quality objectives are established annually, measured, monitored, communicated and updated as appropriate.

The Corporation shall ensure that the Quality Policy supports the strategic direction of Kenya Railways, and is reviewed periodically in line with the changing customers needs and requirements.

**P. J. MAINGA**

**Ag. MANAGING DIRECTOR**

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