



QUALITY POLICY STATEMENT

Kenya Railways is committed to provision of efficient and safe rail services in a way that meets customer, 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 high quality education in Rail, Logistics, Vocational, Technical, Management and Business fields, which is responsive to dynamic global market, through effective training programs.
- Innovation, Research and Technology are embraced in all our operations for efficient and effective service delivery.
- 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 in 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 relevant emerging issues and the changing legal and customers' requirement.

PHILIP. J. MAINGA
MANAGING DIRECTOR

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