

QUALITY POLICY STATEMENT

Kenya Railways is committed to provision of efficient, reliable and safe rail transport 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 that:-

- Development, rehabilitation and maintenance of rail infrastructure and facilities are undertaken through proper planning and effective project implementation.
- Property portfolio is effectively managed to ensure that customers experience safe, accessible, and well-maintained facilities.
- Resources are available and efficiently deployed in provision of rail services to meet customers' expectations.
- Relevant, up-to-date and market oriented skills and technology is provided through effective training programs to support the Railway Sector.
- Members of staff are performing as a team with integrity, accountability and transparency while paying special attention to detail in the safety and security requirements of customers.
- Quality Management System is integrated in its business operations and is continually reviewed to improve effectiveness in service delivery.
- The Quality Policy is communicated and understood by all staff and is available to all interested parties as appropriate.
- Risk-based management 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 customers' changing needs and requirements.



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