

# QUALITY POLICY STATEMENT

We at Postal Corporation of Kenya are committed to deliver innovative communication, distribution and financial solutions to customers and create value to our stakeholders.

We shall do this by:-

- Consistently providing efficient and reliable postal and financial services to ensure that statutory and regulatory requirements are met.
- Provide framework for setting quality objectives at relevant functions, levels and processes needed for the quality management system (QMS).
- Relentlessly pursuing compliance to ISO 9001:2015 quality management system requirements as a critical factor in quality assurance and risk management in all our processes.
- Providing an environment that fosters innovation, excellence, safety, motivation, teamwork, enthusiasm and empathy among our employees.
- Ensuring the quality policy is communicated understood applied within the organization and be available to relevant interested parties.
- Continually improving the Quality Management System (QMS) to meet the needs and requirements of all our interested parties.

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**POSTMASTER GENERAL**  
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