



## TWWDA QUALITY POLICY

Tana Water Works Development Agency (TWWDA) is committed to providing universal access to quality water and sanitation services so as to enhance the quality of citizenry life through infrastructure development and capacity building at the county level.

The Agency shall endeavor to continually improve service delivery by meeting the needs and expectations of its stakeholders and requirements for ISO 9001:2015 International Standard on Quality Management Systems and complying with the legal and statutory requirements.

This Quality Policy will be reviewed periodically to ensure that it reflects the priorities of our customers, other stakeholders, and the changing Quality Management System Principles. Quality objectives shall be established at all functional areas in TWWDA in support of this policy which shall be communicated to all employees.

The management is committed to providing resources for the achievement of the TWWDA mandate, implementation, and continual improvement of the Quality Management System.

Signed.....

Date 5<sup>th</sup> October 2022

**CHIEF EXECUTIVE OFFICER**



TWWDA IS ISO 9001:2015 CERTIFIED