

Annex-7: Quality Policy

KMFRI is committed to delivering to her customers and interested parties high standards of quality and innovative scientific information for sustainable utilization of marine resources and development of strategic enterprises towards food security, employment creation and restoration of the aquatic environments. This commitment is enshrined in our quality principles as stated hereinafter:

1. **Customer focus:** KMFRI shall consistently and regularly undertake engagement with her customers and interested parties to determine their requirements;
2. **Quality Commitment on products and service standards:** KMFRI shall consistently deliver, to the best of her capabilities, first time and all the times, quality and innovative scientific information that meet customers and applicable statutory and regulatory requirements;
3. **Capabilities to meet products and service standards:** KMFRI shall determine, provide, and manage human capital and infrastructure necessary for the operation and control of processes and to achieve conformity of quality and innovative scientific information;
4. **Quality and Risk Management Commitment:** KMFRI shall at all times ensure integrations of QMS 9001:2015 quality principles as well as risks and opportunities associated with her core business processes of providing quality and innovative scientific information;
5. **Communication on Quality Policy:** As a sign of commitment and dedication to quality service, this Quality Policy shall be openly discussed, displayed and posted strategically, and communicated to KMFRI Staff so that its understood and applied throughout KMFRI, as well as be made available to interested parties;
6. **Commitments on Quality Objectives:** KMFRI shall set quality objectives that are compatible with the context and strategic direction of KMFRI. These quality objectives shall be set annually at the various functions and levels, and shall be implemented, monitored, reviewed annually to be in line with changing customer and interested parties demands and her strategic direction;


Prof James Njiru
DIRECTOR, KMFRI
4th December 2018.

KMF/QMS//02	CORPORATE QUALITY MANUAL	ISSUE NO 2	REV 01
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