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**Regional Centre for
Mapping of Resources
for Development**

QUALITY POLICY INFORMATION

REGIONAL CENTRE FOR MAPPING OF RESOURCES FOR DEVELOPMENT; AN INTERGOVERNMENTAL ORGANIZATION IN THE GREATER EASTERN AND SOUTHERN AFRICA ESTABLISHED TO PROMOTE SUSTAINABLE DEVELOPMENT THROUGH GENERATION, APPLICATION AND DISSEMINATION OF GEO-INFORMATION AND ALLIED ICT TECHNOLOGIES, PRODUCTS AND SERVICES; IS COMMITTED TO:

ACHIEVE CUSTOMER/MEMBER STATES SATISFACTION BY CONTINUALLY IMPROVING ITS PROCESSES, PRODUCTS AND SERVICES TO ENSURE THEY CONSISTENTLY MEET CUSTOMERS' REQUIREMENTS

THIS SHALL BE ACHIEVED BY:-

- PROVIDING RESOURCES REQUIRED IN ACHIEVING QUALITY OF PRODUCTS/SERVICES
- COMPLYING WITH APPLICABLE STATUTORY AND REGULATORY REQUIREMENTS
- REVIEWING THE EMERGENT NEEDS ON COMPETENCIES AND TAKING REMEDIAL MEASURES
- REVIEWING AT APPROPRIATE INTERVALS THE EFFECTIVENESS OF OUR QMS THROUGH RISK BASED INTERNAL AUDITS, MANAGEMENT REVIEWS, DATA ANALYSIS, QUALITY OBJECTIVES, CORRECTIVE AND PREVENTIVE ACTIONS

THIS POLICY SHALL BE REVIEWED AT APPROPRIATE INTERVALS AND DURING MANAGEMENT REVIEWS FOR CONTINUING SUITABILITY

29TH AUGUST 2017

Director General