



QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001: 2015 STANDARD

QUALITY POLICY STATEMENT

Chai Sacco Society Limited was registered in 1973 to offer financial services to its members. The Sacco is currently a fully-fledged Deposit Taking Society.

In line with this mandate, Chai Sacco Management is committed to provide its members and all its stakeholders with high quality products and services that meet all their needs and expectations and strive to exceed them

To achieve this, Chai Sacco Management shall:

- Establish, implement, and continually improve a Quality Management System in accordance with ISO 9001: 2015 International Standard
- Fulfil members'/customers' needs and expectations, comply with contractual and all applicable legal and statutory requirements.
- Adhere to the Society's Core Values, namely: Customer focus, Integrity, Creativity and innovation, Equity and Teamwork.
- Ensure that Quality Objectives are established, achieved/ reviewed, and continually improved for suitability.
- Provide necessary resources for the establishment, implementation, maintenance and continual improvement of QMS
- Ensure all staff embrace process approach and risk-based thinking in all their operations
- Ensure that this policy and associated Quality Management System documentations are communicated and understood by all employees.
- Review and revise this Quality Policy and Quality Management System requirements whenever necessary and at least once after every 3 years to consider changes in the policy, business environment and emerging issues.

In serving our customers Chai Sacco shall be guided by the need to *Provide customized financial products and services by continuously embracing change, technology and innovation for sustainable growth and development;* and shall comply with all legal requirements.

Chief Executive Officer

Signed:

Dated: 1st February 2022.