

The KENYA INSTITUTE for PUBLIC
POLICY RESEARCH and ANALYSIS



QUALITY POLICY


KIPPRA aims to develop capacities for policy formulation, implementation and evaluation within National and County governments; undertake relevant and timely policy research and analysis; serve as a point of policy engagement and communication on public policy; and develop and maintain a reservoir of knowledge on public policy in contributing to the achievement of national development goals. A key way to achieve this is by implementing a Quality Management System (QMS) in accordance with the requirements of ISO 9001: 2015.

Top management is committed to satisfying applicable requirements of the Standard by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met. We shall secure continual improvement of the QMS by ensuring that the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed, and that the focus on enhancing customer satisfaction is maintained.

Top management shall:

- Take accountability for the effectiveness of the Quality Management System;
- Ensure that the quality policy and quality objectives established for the Quality Management System are compatible with the context and strategic direction of KIPPRA, and that quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes, in order to enhance customer satisfaction;
- Ensure that the resources needed for the Quality Management System are available; including training, support and encouragement;
- Communicate the importance of an effective quality management system and of conforming to the Quality Management System requirements;
- Ensure that the Quality Management System achieves its intended results;
- Promote continual improvement;
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility; and
- Establish partnerships with interested parties in order to ensure provision of improved products and services.

This policy will be communicated to all staff and organizations working for or on our behalf and will be made widely available to internal and external customers.


Executive Director
Issue No. 2, 2018