



The Kenyatta International
Convention Centre
Africa's Premier Meeting Venue

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QUALITY POLICY

The Kenyatta International Convention Centre (KICC) is committed to innovatively and sustainably deliver world class services in business events.

We commit to satisfy requirements and strive for continuous improvement in order to attain our stated vision of becoming a "World Renowned Business Events Destination"

The Management shall provide the resources needed for the realization of our objectives.

The Management team will show leadership and commitment and bear the responsibility for establishing, implementing, integrating and maintaining the Quality Management System.

The Management shall ensure that a framework for setting and reviewing quality objectives is established.

This quality policy shall be achieved through:

- ✚ Provision of world-class customer products and services using modern technology focusing on meeting and exceeding implied customer needs and expectations.
- ✚ Maintenance and continual improvement of the existing Quality Management System that has been ISO 9001:2015 certified
- ✚ Maintenance of the accreditation status to appropriate international business events organisations
- ✚ Recruitment, development and retention of a competent and motivated workforce
- ✚ Maximization of value and returns to the stakeholders through value-added partnerships
- ✚ Efficient and effective maintenance of all our facilities and equipment
- ✚ Effective and efficient internal and external communication
- ✚ Continuous growth and profitability of the business
- ✚ Internal audits, reviews and improvements
- ✚ Continuous automation of key business processes in order to enhance efficiency in service delivery
- ✚ The promotion of process approach and risk based thinking throughout our business operations

This Quality policy statement which is compatible with our strategic direction and context shall be reviewed when necessary to keep it abreast with prevailing circumstances. **We shall communicate this policy to all relevant interested parties. We are committed to satisfy all legal and contractual requirements.**


Nana Gecaga
CHIEF EXECUTIVE OFFICER

Date: 1st July 2019

