

# QUALITY POLICY

In pursuit of our commitment to provide customer satisfaction, Top Management of Zambia Airports Corporation Limited (ZACL) is committed to providing services according to customer and applicable regulatory/statutory requirements and to continually improve the effectiveness of the Quality Management System (QMS) based on ISO 9001:2015 standard. It's the corporation's policy to deliver cost effective airport, air navigation and commercial services that satisfy customer needs.

The QMS Policy is implemented with the full participation of the entire work force through:

- a) The use of sound and prudent financial management practices to enhance financial sustainability and resilience.
- b) Focusing on efficient customer service delivery.
- c) Identification of core processes, their interaction and monitoring their performance against set measurable objectives.
- d) Continually enhancing the competence of staff performing work that affects the quality of our services.
- e) Clearly defining roles, responsibilities, and authority.
- f) A safe and eco-friendly working environment.
- g) Carrying out internal audits at defined intervals and conducting periodic reviews of QMS to achieve continual improvement and efficiency of processes.
- h) Risk identification, assessment, evaluation, treatment and opportunity identification for improvement of processes,
- i) Analysis of data and taking corrective action for identified nonconformities.

This QMS Policy is communicated, understood, applied within the corporation and is available as appropriate to relevant interested parties.



**Urvesh J. Desai**  
**MANAGING DIRECTOR**