



KENYA
ACCREDITATION
SERVICE

PL-01-01

Quality Policy

Table of Contents

1	Background Information	2
1.1	Purpose	2
1.2	Scope	2
1.3	Legal Basis	2
2	Terms and Definitions	2
2.1	Acronyms and Abbreviations	2
2.2	Definition of Terms	2
3	Policy Statement.....	3
3.1	English Version	3
3.2	Swahili Version	3
4	Associated Documents	4
5	Revision/Amendment Records.....	4

1 Background Information

1.1 Purpose

The Quality Policy states KENAS stand on providing a Quality Service and commitment to its clients.

1.2 Scope

Applies to all KENAS staff and shall be made known to all our stakeholders through posting on the website as having this clearly displayed at the reception and other strategic locations.

1.3 Legal Basis

KENAS with the support of the employees will implement this policy in accordance with the Conformity Assessment-Requirements for accreditation bodies accrediting conformity assessment bodies stipulated in ISO 17011.

2 Terms and Definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 17000 and the KENAS Act 2019 and the following apply.

2.1 Acronyms and Abbreviations

MS	Management System.
CABs	Conformity Assessment Bodies
KENAS	Kenya Accreditation Service

2.2 Definition of Terms

2.2.1 Accreditation

Refers to third party attestation related to a conformity assessment body conveying formal demonstration of its competence to carry out specific conformity assessment tasks.

3 Policy Statement

3.1 English Version

- 3.1.1 KENAS is committed to providing competent and cost-effective accreditation services that meet and exceed expectations of Conformity assessment bodies (CABs). KENAS shall achieve this through:
- a) Implementation of an effective and efficient management system conforming to the requirements of ISO/IEC 17011 (Conformity Assessment – Requirements for Accreditation Bodies Accrediting Conformity Assessment Bodies) and ensure its continual suitability and relevance;
 - b) Providing resources for implementation of the management system;
 - c) Offering accreditation services to CABS in a fair, objective, impartial, transparent manner and without any conflict of interest;
 - d) Training its staff to build the necessary competence around a satisfying work environment that encourages teamwork and high performance;
 - e) Ensuring that this policy is understood, implemented, maintained and regularly reviewed to ensure its continuing suitability;
 - f) Establishing and maintaining quality objectives at all levels and functions.
- 3.1.2 In order to attain and maintain international recognition and to have its results accepted globally, KENAS shall involve its customers, stakeholders and society in its accreditation activities.

3.2 Swahili Version

- 3.2.1 KENAS imejitolea kutoa huduma nafuu na bora za uidhinishaji ambazo zinafikia na kuzidi viwango vya juu vya mashirika yanayokagua uzingativu wa viwango (CABs). KENAS imedhamiria kuafikia haya kupitia:
- a) Kutekelezwa kwa mfumo bora wa usimamizi ambao unaambatana na mahitaji ya ISO/IEC17011 (Masharti ya mashirika yanayoidhinisha au kuchunguza shughuli ya uidhinishaji) na kuhakikisha kuwa yanaendelea kuwa muafaka;
 - b) Kutoa rasilmali na vifaa kwa utekelezaji wa mfumo wa usimamizi;
 - c) Kutoa huduma za uidhinishaji kwa mashirika yanayokagua uzingativu wa viwango (CABS) kwa njia ya haki, wazi, isiyokuwa na mapendeleo, na bila ya mgongano wa haja za kibinafsi;
 - d) Kuwapatia wafanyikazi wake mafunzo ili kujenga ujuzi unaofaa katika mazingira ya kuridhisha ya kutenda kazi na kuendeleza utendakazi kwa ushirikiano, pamoja na matokeo ya viwango vya juu;

- e) Kuhakikisha ya kwamba sera hii inaeleweka, kutekelezwa, kudumishwa na kufanyiwa marekebisho ya mara kwa mara ili iendelee kuwa na umuhimu;
- f) Kuanzisha na kudumisha malengo ya ubora katika viwango vyote vya kazi.
- 3.2.2 Ili kuafikia na kudumisha viwango vya kuweza kutambulika kimataifa na kuona matokeo yake yakikubalika kimataifa, KENAS itawahusisha wateja wao, washikadau na jamii katika shughuli zake za uidhinishaji.

4 Associated Documents

Ref	Document Identifier	Document Title
1.	ISO /IEC 17011	Conformity Assessment-Requirements for accreditation bodies accrediting conformity assessment bodies

5 Revision/Amendment Records

Date	Ver	Revised By	Reason for Revision
10/10/2022	01	RSQ	Newly developed/formatted document