

# Quality Policy Statement

Kenya Airways Plc is committed to developing, implementing, maintaining, and consistently improving strategies, systems, and processes to ensure that all our activities are aimed at achieving the highest level of quality performance that meet legislative, regulatory, industry and international standards. The company is further committed to delivering highest levels customer service at all its touch points.

**Scope:** This policy applies to all Kenya Airways Plc operations and those of its subsidiaries. We are committed to implementing this policy as part of Quality Management System. Its Implementation of this policy is a key objective of all employees.

## To achieve this, we shall:

1. Ensure and where possible exceed compliance with legislative and regulatory requirements, and conformance to Kenya Airways Plc and customer specific standards and other relevant aviation standards.
2. Support the management of quality through the provision of necessary resources that will result in an organizational culture that fosters safe, secure, efficient and effective practices.
3. Establish corporate quality objectives consistent with this policy and regularly review the organization's performance against set objectives.
4. Ensure the integrity of the quality management system is maintained whenever changes in the organization are planned and implemented.
5. Ensure that sufficiently trained, skilled, and experienced personnel are available to implement the corporate quality objectives.
6. Actively manage and prioritize quality performance results with the objective to continually improve the quality management system by conducting Inspections, tests, audits and monitoring system-wide to verify quality.
7. Ensure internally developed and externally supplied products and services meet quality performance standards.
8. Perform Quality Control by ensuring all processes are developed and implemented to catch defects and nonconformities before they impact customers.
9. Quality Management System Improvement through analysis of customer satisfaction data to identify areas for improvement. pursuit of new technologies and process enhancements
10. Actively seeking employee, customer feedback and best practices and sharing them across the organization.

**All employees shall comply with this policy.**

**This policy shall be reviewed as and when needed but not less than a period of two (2) years. I, as the Accountable Executive, carry the ultimate accountability for the Quality Management System.**



Allan Kilavuka,  
Group Managing Director/Chief Executive Officer,  
Effective 1<sup>st</sup> September 2023



