



*Achieving Business Excellence Through Standards*

## **QUALITY POLICY**

As the National Standards Body responsible for the development of national standards and promotion of their use for socio-economic development, the Standards Association of Zimbabwe is committed to providing quality services to its customers in line with the requirements of ZWS ISO 9001 :2015 by:

1. Adopting a process approach to business supported by a risk based thinking practice
2. Understanding the needs of our customers and endeavouring to meeting their expectations
3. Compliance with applicable legal and stakeholder requirements
4. Driving business by way of establishing Quality Objectives drawn from the organization's strategy managed through the Balance Score Card (BSC) system
5. Continual improvement of business practices and processes

The implementation of this policy enables the realization of the organization's goals for the application of standards at national level leading to sustainable socio-economic development.

This Quality Policy shall be widely communicated, understood and applied within the Association.

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A / Director General

2023/06/30

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Date