Achieving Business Excellence Through Standards

QUALITY POLICY STATEMENT

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 delivering consistent, reliable and quality services that meet the needs of its customers and other relevant interested parties in line with the requirements of ZWS ISO 9001:2026 by:

1. Adopting a process approach to business supported by a risk-based thinking practice

2. Understanding and satisfying the needs of our customers and enhancing customer satisfaction

3. Complying with applicable statutory, regulatory, contractual and other requirements

4. Driving business excellence through the establishment of Quality Objectives aligned with Association's strategy and managing them through the Integrated Results-Based Management (IRBM) framework

5. Continually improving business practices, processes and performance of the Quality Management System

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

Director General

26/10/2026

Date