



TWSB QUALITY POLICY

Tana Water Services Board (TWSB) is committed to be an innovative and resourceful institution in development of sustainable national public water and sewerage works that enhance socio-economic growth. To achieve this, TWSB shall continue to develop, maintain and manage national public water works, provide technical support services and capacity building to County Governments and Water Service Providers upon request.

The TWSB management is committed to continually meet and strive to exceed customer and stakeholder expectations and comply with all legal and other applicable requirements.

The Management shall establish a framework for reviewing quality objectives and undertake regular reviews of this policy and quality objectives which shall be communicated to all employees. Quality objectives shall be established at all functional areas in TWSB in support of this policy.

To realize this, the management shall provide resources for achievement of TWSB mandate, implementation and continual improvement of the Quality Management System based on ISO 9001:2015 requirements.

Signed

Eng. M. M. Naivasha

CHIEF EXECUTIVE OFFICER

Date 19th December, 2017