



WRA QUALITY POLICY

The Top management is committed to regulating the management and the use of water resources effectively and efficiently, involving stakeholders, to ensure sustainable allocation of the available water resources for National development in line with the Water Related Laws and Regulations and to satisfy applicable requirements and the ISO 9001:2015 standard.

In pursuit of the above commitment, it has developed mechanisms to determine customer requirements and will strive to meet and often exceed them. It will remain customer focused, dynamic and relevant as guided by the ISO 9001:2015 Standard, Constitution of Kenya. Water Act, Water Resources Regulations, Vision 2030, the WRA Strategic Plan and other National Policy documents.

This Quality Policy will be reviewed from time to time in line with the Water Act and the applicable requirements to remain alive to the emerging developments in Water Resources Sector.

The Management shall ensure effective communication of this Policy to all its functional levels.

A Quality Management System (QMS) has therefore been established in WRA to implement the Policy through the following Quality Objectives:-

- Maintaining and continuously improving the QMS, modeled on the ISO 9001:2015 Standard.
- Providing Customers with products and services that meet and often exceed their expectations.
- Utilization of resources in the most efficient and effective manner.
- Actively mobilize resources for regulating the management and the use of water resources
- Putting in place robust monitoring and evaluation system that ensures quality is maintained and sustained.
- Maintaining an updated Water Resources Database for decision making and dissemination to the public.
- Embracing automation for its operations and enhancing use of Internet of Things (IoT) in its processes
- Conducting periodic Internal Quality Audits, periodic Management Reviews, periodic risk assessment and initiating continual improvement programs.


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CHIEF EXECUTIVE OFFICER

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