

## QUALITY POLICY

Kenya Deposit Insurance Corporation (KDIC) maintains a Quality Management System (THE KDIC - QMS) as a strategic tool for continual improvement of customer satisfaction, service consistency and statutory compliance based on ISO 9001:2015 International standard

Towards this KDIC:

1. Commits to provision of consistent deposit insurance services and receivership, liquidation and/or winding up troubled banking member institution as per the KDI ACT CAP 487 C
2. Commits to satisfaction of customer requirements including applicable legal and statutory obligations
3. Shall identify and monitor Risks and Opportunities associated with KDIC context and processes including their mitigation measures
4. Shall establish and monitor measurable Quality Objectives in all processes under the QMS Scope
5. Commits to continual improvement of the QMS through data analysis, performance evaluation and management review every six months
6. Shall maintain, communicate, implement and review this policy to ensure its continual suitability and availability to interested parties.
7. All staff and outsourced service providers shall discharge their services in accordance with this quality policy



HELLEN CHEPKWONY (MRS.)

CEO KDIC