



QUALITY POLICY STATEMENT

The Capital Markets Authority is committed to proactively regulating and promoting the development of robust capital and commodity markets in Kenya through an effective Quality Management System based on ISO 9001 aligned to its mandate, strategic direction, and applicable statutory and regulatory requirements.

In fulfilling this commitment, the Authority shall:

1. Maintain and continually improve a Quality Management System that provides a framework for establishing, monitoring, reviewing, and achieving measurable quality objectives.
2. Understand and address internal and external issues, as well as the needs and expectations of customers and relevant stakeholders, to support effective service delivery and stakeholder confidence.
3. Apply risk-based thinking and a process approach in planning, implementing, and improving its services, while managing risks and opportunities that may affect the achievement of intended outcomes.
4. Enhance operational efficiency, consistency, and responsiveness through evidence-based decision-making, innovation, appropriate technology, and competent staff.
5. Ensure that this Quality Policy is communicated, understood, applied within the Authority, maintained as documented information, and made available to relevant stakeholders as appropriate.
6. Review this Quality Policy periodically to ensure its continuing suitability, adequacy, and alignment with the Authority's context, mandate, and strategic direction.

FCPA Wyckliffe Shamiah MBS
CHIEF EXECUTIVE OFFICER

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