



CAK/MR/QP/02

QUALITY OBJECTIVES

1. Provision of quality and effective regulation of both market conduct and structure, buyer power, and protection of consumers from unfair and misleading market conduct;
2. Enhanced use of research and data to make informed and optimal decisions to support delivery of the Authority's mandate
3. Ensure optimal utilization of the Authority's resources in the attainment of its mandate;
4. Enhance customer satisfaction that exceeds their expectations by providing quality services;
5. Ensure that the Authority's operations comply with all applicable laws and regulations; and
6. Attract, train and retain highly qualified, skilled and motivated staff for the realization of its mandate.

APPROVED BY: DIRECTOR GENERAL

SIGNATURE:

DATE: 28th July 2021



ISO 9001:2015 CERTIFIED