


Secure Tomorrow

Minet

AON | Global Network Correspondent



QUALITY POLICY


	Doc No: MIN/QP/002
	VERSION: 002 REVISION: 00
MINET QUALITY POLICY	

Minet Kenya Insurance Brokers Limited (and its subsidiaries) is committed to adhering to the ISO 9001:2015 quality management system in delivering innovative and relevant risk and human capital solutions, and growing sustainable partnerships with all our stakeholders, and making a meaningful contribution to the communities we serve. Our five (5) core values – **Honesty, Expertise, Agility, Respect and Teamwork (HEART)** are the platform that enable us not only to meet, but to exceed our customer expectations. We are committed to these values as they are at the HEART of our business. These principles guide our engagements and relationships with all stakeholders - customers, partners, shareholders, and regulators.

This Quality Policy provides the framework for setting quality objectives at all relevant functions and levels., which will guide us to achieve our strategic goals and objectives.


The implementation and establishment of a Quality Management System provides a framework for measuring and improving performance guided by our key pillars focusing on Business Growth, People, Customer Experience, Innovation, Operational Excellence and Thought Leadership. Our commitment will focus on the following: -

- Ensuring the organizational context (internal, external issues and stakeholders) is reviewed and updated to support implementation of the organization’s strategy.
- Providing sufficient resources to ensure that we operate the quality management system based on our organization’s internal requirements and those of the International Standard.

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- Continually monitoring and reviewing this Policy to ensure that it remains relevant and effective to the changing needs of our customers to consistently meet their expectations as well as all statutory and regulatory requirements.
- Monitoring effectiveness of our quality system through planned audits, management reviews and customer satisfaction surveys to ensure quality service delivery.
- Implementing a risk framework that identifies and manages risks and opportunities affecting the suitability of products and services and our ability to enhance customer satisfaction.

Minet Kenya commits to seek opportunities for continual improvement to its Quality Management System and periodically report assessment in line with the set goals and objectives. This policy shall be communicated, understood and subscribed to by all employees and stakeholders as a sign of our joint and several commitments to focusing on delivering quality and serving with HEART, and to meet the ever-changing needs and expectations of our ecosystem today



SAMMY MUTHUI
CEO MINET KENYA INSURANCE BROKERS LIMITED

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Honesty
Expertise
Agility
Respect
Teamwork

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