



QUALITY POLICY

MACRA is committed to ensure and enhance universal access to quality communication services of the highest standards through innovative and progressive regulation. The application of its Quality Management System shall support its strategic focus.

OVERARCHING QUALITY OBJECTIVES

MACRA will achieve its Quality Policy through the following Overarching Quality Objectives:

- 1. To ensure universal access to quality communication services at all times;**
- 2. To enhance universal access to quality communication services at all times;**
- 3. To promote access to communication services of highest standards at all times;**
- 4. To ensure continual improvement in the delivery of communication services of highest standards at all times;**
- 5. To ensure innovative and progressive regulation of communication services at all times**

The Authority shall:

- i) Fulfil its mandate, meet customers requirements and continually improve on its effectiveness through compliance to ISO 9001: 2015 and legal requirements.**
- ii) Make this policy available to relevant interested parties.**

Daud Suleman

Name



Signature

Director General

10 Feb 2024

Date