



ZANZIBAR BUREAU OF STANDARDS

ZBS QUALITY POLICY STATEMENT

Zanzibar Bureau of Standards (ZBS) recognizes that **Quality** is the integral part of its daily working activities that primarily focus to meet customer satisfactions and strive for exceeding their expectations by undertaking Standardization and Quality Assurance of commodities and services through ZBS Quality objectives comprehensively.

ZBS **Quality Management System** is effectively in line with **ISO 9001:2015**, where top management and staff are committed to continual improvement by ensuring efficiency in managing activities performance through effective trainings.

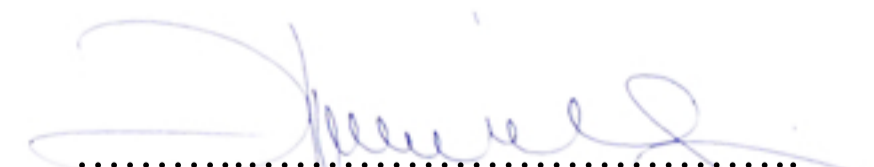
This **policy** is communicated to all customers and employees transparently; ZBS complies with all of its requirements by acting with impartiality and confidentiality to services and activities.

SERA YA UBORA YA TAASISI YA VIWANGO ZANZIBAR

Taasisi ya Viwango Zanzibar (ZBS) inatambua kuwa **Ubora** ni kipengele muhimu sana katika kazi zake za kila siku ambazo kimsingi zinalenga kuwaridhisha wateja kupita matarajio yao kwa kuhakikisha kuwepo kikamilifu kwa Viwango na Ubora wa bidhaa na huduma kwa mujibu wa malengo ya Ubora ya ZBS.

Mfumo wa Usimamizi wa Ubora wa ZBS unakwenda sambamba na kiwango cha kimataifa cha "**ISO 9001:2015**", ambapo uongozi na wafanyakazi wa Taasisi wamedhamiria kuendelea kujiimarisha kwa kuhakikisha kuwepo kwa ufanisi katika kusimamia utekelezaji mzuri wa kazi kupitia mafunzo yenye tija.

Sera hii ya ubora imewasilishwa kwa uwazi kwa wateja na wafanyakazi wote wa ZBS; ZBS inaheshimu masharti yake yote kwa kutekeleza majukumu yake kwa uadilifu na kwa kutunza siri za huduma na kazi zake.


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YUSUPH MAJID NASSOR
DIRECTOR GENERAL