



## ENGINEERS REGISTRATION BOARD (ERB)

United Republic of Tanzania

Ministry of Works

Engineers Registration Board (ERB)

P.O BOX 2768, Mhandisi Annex, Plot Number 13, Block "A"

Tambukareli Street- NCC, Dodoma Tel: +255 26 2960086/87



# QUALITY POLICY STATEMENT

Engineers Registration Board of Tanzania aims to provide defect free products and services to its clients on time and within budget.

The Organization operates Quality Management System that is ISO 9001: 2015, specifically in HUMAN RESOURCES & ADMINISTRATION, REGISTRATION OF FIRMS-INDIVIDUAL-LABS, PROCUREMENT MANAGEMENT UNIT, PLANNING-MONITORING-EVALUATION, PROFESSIONAL DEVELOPMENT AFFAIRS, LEGAL UNIT, FINANCE, ENFORCEMENT AND TECHNICAL AFFAIRS, ICT, AND INTERNAL AUDIT UNIT

The management is committed to:-

1. Develop and improve the ERB Quality Management System;
2. Continually improve the effectiveness of the Quality Management System; and
3. Ensure that client needs and expectations are determined and fulfilled with the aim of achieving client satisfaction;
4. Communicate throughout the Organization the importance of meeting client needs and all relevant statutory and regulatory requirements;
5. Establish the Quality Policy and its objectives;
6. Ensure that the Management Reviews set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
7. Ensure the availability of resources;
8. All personnel understand the requirements of this QMS Policy and those of Engineers Registration Board.
9. The Organization constantly monitors its quality performance and implements improvements when appropriate.
10. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

This Quality Policy is annually reviewed *"unless stated by management otherwise"* in order to ensure its continuing suitability.

ERB REGISTRAR  
20<sup>th</sup> November 2024