

## QUALITY MANAGEMENT POLICY STATEMENT

Salaam Bank has set clear goals and direction in its organizational strategy which further delineates the role that quality management system plays to enable the Bank to achieve its overall objectives that are essential in building and maintaining competitive edge, cash flow, profitability, legal compliance, and respected company image.

### 1. Purpose

This Quality Policy is a documented commitment by Salaam African Bank's top management towards establishing, implementing, and continuously improving quality management system within the organization. This shall ensure achievement of the strategic direction and enhance Salaam African Bank's ability to achieve the intended result(s) of the quality management system.

### 2. Scope

This quality policy shall apply to and govern all Salaam Bank's, Divisions, Departments, Sections, processes, operations and or activities implemented by: -

- a. Board of Directors, General Manager,
- b. Division Managers,
- c. Department Managers,
- d. Section Heads,
- e. ISO Champions, process owners and general employees etc.
- f. External providers including suppliers, contractors, service providers and or any other interested parties under the quality management system scope.

### 3. Quality Policy Statements

Salaam Bank envisions it to becoming the prominent ethical finance institution in East Africa, distinguished by unparalleled service excellence, broad-based financial inclusion, and cutting-edge technological innovations.

Salaam Bank has implemented a **Quality Management System (ISO 9001:2015)** to support its strategic objectives and commitment to continual improvement of the quality management system by establishing, implementing and maintaining this quality policy.

Salaam Tower – Djibouti

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To achieve the above aforementioned vision, Salaam Bank is committed to: -

- Ensure adherence to statutory and regulatory requirements relevant to its conformity of products and services.
- Meet all the needs and expectations of relevant interested parties including enhanced customer satisfaction.
- Continual improvement of the quality management system by effective implantation of the requirements, internal audits and management reviews.
- Adoption of balance score card as the framework for setting functional quality objectives, targets and strategic initiatives.
- Ensure the quality policy is clearly communicated to all employees and any other relevant stakeholders, understood and effectively implemented.
- Ensure the Top Management takes accountability for effectiveness of the quality management system by provision of the necessary support/resources to process owners.
- Enhance competence of employees involved in implementation of the quality management system through training, recruitment and performance evaluation.
- Integration of the quality management system into day-to-day operations of the business.
- Determine, address relevant risks and enhance opportunities that can affect our ability to achieve the intended results of the quality management system.

#### **4. Review**

This policy shall be reviewed annually, when a significant change occurs, or when it is deemed necessary by the competent authority in Salaam Bank.

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