



# Quality policy



**Every drop counts**

## Policy

The vision of Tanga UWASA is to be a world class customer focused water supply and sanitation utility which drives the Authority in provision of quality water supply and sanitation services in Tanga City and its environ through motivated and customer focused staff in an environmental friendly manner.


We will consistently provide products and services in line with customers, regulatory and statutory requirements by maintaining our core values of integrity, accountability, customer focus, environmental and social consciousness, innovation, quality consciousness, team spirit and transparency to everything we do.

This quality policy will guide behavior that aims to develop, implement and maintain a quality culture of exceeding stakeholders' expectations. To achieve this Tanga UWASA will provide employees with adequate resources to comply with requirements of ISO 9001 (Quality Management System)

**The following defined Strategic objectives will enable the Authority to meet our Quality Management System goals:**

- i. Access to clean, safe and adequate water supply achieved;.3
- ii. Sanitation services improved;
- iii. Environmental protection and conservation initiatives in the Authority's functions mainstreamed;
- iv. Financial capacity and asset management of the Authority improved;
- v. The Authority's capacity to conduct its business enhanced and;
- vi. Customer services improved;

This policy will be reviewed on a periodic basis to ensure that it is best suited to realizing Tanga UWASA goals and enhance continual improvement.

  
Eng. Joshua Z. Mgeyekwa  
**MANAGING DIRECTOR**





# Sera ya Ubora



**Kila tone linathamani**

## Sera

Dira yetu ni kuwa Mamlaka ya kiwango cha Kimataifa katika kumjali mteja kwenye utoaji wa huduma za usambazaji wa majisafi na usafi wa mazingira. Dira hii inaiongoza Mamlaka katika kutoa huduma bora ya majisafi na usafi wa mazingira kwa jiji la Tanga na pembezoni mwake kwa njia inayokubalika kimazingira na kwa kutumia watumishi wenye ari ya kazi na dhima ya kumjali mteja.

Kwa wakati wote tutakuwa tukitoa huduma bora kulingana na mahitajio ya wateja wetu na kukidhi viwango vya kisheria na udhibiti. Tutafanya haya kwa kuzingatia na kulinda maadili yetu yanayojengwa katika misingi ya uadilifu, uwajibikaji, kujali mteja, uthamini wa mazingira, ubunifu, kuzingatia ubora, kufanyakazi kitimu, uwazi na kujidhatiti kwakila kitu tukifanyacho.

Sera hii itatuongoza katika kubuni, kutekeleza na kuendeleza utamaduni wa kufanya kazi kwa kuzingatia ubora tukilenga zaidi kukidhi matarajio ya wadau wetu. Ili kufikia haya Tanga UWASA itawapatia wafanyakazi wake rasilimali zinazotosheleza uendeshaji wa shughuli zake ili kuendana na matakwa ya viwango vya ISO 9001 (Mfumo wa Usimamizi wa Ubora).

**Ili kuiwezesha Tanga UWASA kufikia azma ya mfumo wake wa ubora (QMS) Malengo ya kimkakati yafuatayo yameainishwa:**

- i. Kusambaza majisafi, salama na yanayotosheleza;
- ii. Kuboresha huduma za uondoaji majitaka na usafi wa mazingira;
- iii. Kuunganisha juhudi na mbinu za ulinzi na uhifadhi wa Mazingira katika shughuli zote za Mamlaka;
- iv. Kuboresha na kuimarisha uwezo wa kifedha na mali wa Mamlaka;
- v. Kuenzi uwezo wa Mamlaka kuendesha shughuli zake na,
- vi. Kuboresha huduma kwa wateja.

Sera hii itakuwa inafanyiwa marejeo kwa vipindi mbalimbali kadri itakavyohitajika ili kuifanya iendane na malengo makuu ya Tanga UWASA

  
Eng. Joshua Z. Mgeyekwa  
**MKURUGENZI MTENDAJI**

