

## Appendix 1 – Quality Objectives

The objectives listed below are top-level Quality Management System objectives; process and product objectives are listed in Matrix for Key Performance Indicators.

Objective	Process	Activity/Action	Responsibility	Deadline	Resources	Evidence of achieving objective
To strive for continually improvement of Quality Management System and to be ISO certified organization	All processes within QMS scope	Choosing Certification body Signing contract	Director General, Director of Quality Management all employees	December 2020	Employees Finance	ISO-9001:2015 Certificate
Strengthen quality control and quality assurance of commodities and services	Inspection Testing Certification	Sample collection Sample analysis Issuing Standard mark	Director of Quality Management	Continuous process	Employees Finance Laboratory equipment	Numbers of test results Number of Standards marks issued

increase the number of adopted, developed and published Zanzibar Standards up to 400	Standards formulation and adoption	TC meeting	Head of Standards Development	2023	Reference Standards ( national, regional and international )  TC members  Finance	Standards/ standards catalog
attract positive perception from our customers by ensuring on time delivery services and providing quality oriented products	All process	Customer care services  Handling request query and complain	Head of sections	Continuous process	Employees  Finance  Awareness	Report of customer satisfaction survey  Customer feedback
Enhance internal and external communication with all employees and interested parties in all	Information technology modernization	Use of mass and social media  Meeting between	Head of sections	Continuous process	Employees  Finance  IT system	Quality policy and objectives posted on workplace and website

matters relating to our products and services in the daily activities		management and employee				Meeting's minutes
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Director of Quality Management  
Rahima Ali Bakari



Signature