



ISO 9001 QUALITY MANAGEMENT SYSTEM (QMS) POLICY STATEMENT

The Ministry of Industry and Commerce (MIC) is mandated with promoting the development of vibrant, sustainable and globally competitive industrial and commercial enterprises, through the provision of enabling policy and regulatory framework. In order to enhance customer service experience, process efficiency and effectiveness on its mandate delivery, the Ministry is committed to developing, implementing and maintaining robust Quality Management Systems (QMS) based on the ISO 9001 Standard. The MIC is, therefore, committed to the following pillars:

- i. Mandate Delivery** – Ministry shall facilitate and promote the development of sustainable, innovative, inclusive, competitive industrial and commercial enterprises that are regionally and globally integrated in order to enhance economic prosperity. A customer centric culture, as documented in our Client Service Charter, shall be central to our mandate delivery.
- ii. Compliance** – in its operations, the MIC shall comply with the Constitution of Zimbabwe, relevant national Statutes and Regulations as well as any international treaties to which Zimbabwe is a signatory. Key compliance issues shall include, but not limited to; rule of law, human rights, climate change, cultural diversity, good governance and global citizenship.
- iii. Stakeholder Engagement** – the MIC shall effectively engage and consult relevant key stakeholders in order to determine and meet their requirements and expectations. This shall be key in the development of solution-focused policies and industrial growth strategies.
- iv. Measurable Objectives** – Zimbabwe has anchored its Strategic Planning Process on the Integrated Results Based Management (IRBM), to ensure the attainment of development results (outputs, outcomes and impacts). Our QMS, therefore, is designed to utilise performance information, through setting of measurable objectives at relevant levels. The aim is to improve decision-making and programme/project performance, with a broader aim to boosting national productivity, competitiveness and efficiency levels in both industrial and commercial sectors.
- v. Competence** – all persons working for and/or on behalf of the Ministry shall be competent on the basis of education, induction, training and experience to participate fully in the implementation of this QMS Policy. To that end, Policy Statement shall be maintained as documented information, communicated and made available to all relevant interested parties as necessary.
- vi. Continuous Improvement** – the MIC shall pursue continuous improvement in perpetuity. This shall be achieved through implementation of the process approach, i.e., stakeholder needs identification, inclusive development and implementation of relevant planned interventions, continual performance reviews and evaluations, and, implementation of corrective measures to identified QMS gaps.

Dr. T. U. Wushe
Permanent Secretary for Industry and Commerce

Hon. M. N. Ndhlovu
Minister of Industry and Commerce

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