



Insurance
Regulatory
Authority

Bima Bora kwa Taifa

IRA

QUALITY POLICY STATEMENT

We are committed to effectively regulate, supervise and promote the development of the insurance industry in Kenya and ensure the interests of policy holders and insurance beneficiaries are protected.

In pursuit of this commitment we aim to:-

- Meet and exceed the expectations of our customers and stakeholders;
- Meet the requirements of ISO 9001:2015 and continually improve the suitability, adequacy and effectiveness of the quality management system;
- Establish, implement and review the quality objectives regularly; and
- Ensure the policy is reviewed annually for continued suitability

SIGNED:

GODFREY K. KIPTUM
COMMISSIONER OF INSURANCE & CHIEF EXECUTIVE OFFICER

MARCH 2020

