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	QUALITY POLICY STATEMENT	Version: 01 Effective: July 2026
	Compiled by: ISO 9001 Task Force	Approved by: CEO

This Quality Policy underpins the 2024-2029 Integrated Strategic Business Plan and its eight strategic objectives. It reflects NSI's commitment to excellence in the development, publication, and dissemination of standards; provision of training services; certification of products and management systems services; testing and inspection services; and the delivery of metrology services.

In fulfilling its mandate, NSI is committed to facilitating national and international trade, safeguarding consumer health and safety, protecting the environment, and enhancing stakeholder confidence through the consistent delivery of high quality, competent, impartial, and stakeholder focused services.

To realise this commitment, NSI top management undertakes to:

- Establish, implement and maintain an effective Quality Management System (QMS) that conforms to the requirements of ISO 9001:2015 and comply with applicable statutory, regulatory, and customer requirements.
- Provide a framework for establishing, reviewing and monitoring measurable quality objectives at corporate, divisional and process levels through performance agreements and assessments.
- Identify, understand and consistently meet the applicable needs and expectations of customers and other relevant interested parties.
- Promote risk-based thinking and a process approach in the management of activities and services.
- Drive the continual improvement of the QMS through systematic monitoring, measurement, analysis, evaluation, and review of processes, activities, objectives and stakeholder requirements.
- Provide adequate resources to support the effective implementation and continual improvement of the QMS.
- Foster employee awareness and promote a quality-focused, ethical, and high-performance culture.
- Strengthen strategic partnerships and collaborative engagements to enhance service delivery and stakeholder value.

NSI top management shall communicate this Policy and ensure that it is understood and applied at every level of the Institution and is made available to relevant stakeholders.

Signed: 

Date: 03/07/2026

Dr Eino Mvula

Chief Executive Officer