

QUALITY POLICY STATEMENT

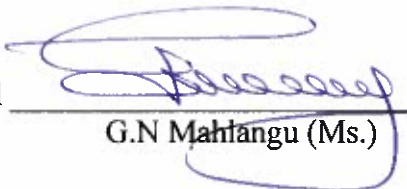
The Quality Policy of the Medicines Control Authority of Zimbabwe (MCAZ) is to ensure the provision of accurate and timeous services, continuously meet requirements of our customers and guarantee patient safety as stated in the Medicines and Allied Substances Control Act (Chapter 15:03). This enables the Authority to be an effective medicines regulator in Zimbabwe and a leading regulatory authority in the world. MCAZ is committed to protecting the public and animal health by ensuring that accessible medicines, allied substances and medical devices are safe, effective and of good quality. This is achieved by carrying out activities in accordance with the relevant procedures and specifications.

The management and employees of MCAZ undertake to ensure that all activities carried out in the organization are in adherence to documented procedures and comply with requirements of relevant International Standards, other Regional and National requirements and statutes with SADCAS and SAZ as the accrediting and certification bodies respectively. All employees at MCAZ are familiar with the requirements of quality documentation and implement the policies and procedures with adequate resources in a safe working environment. The Quality Manager has the responsibility for all matters concerning quality and will ensure that all requirements are met.

Management is committed to continually improving the effectiveness of the Quality Management System. This is achieved through measurement of quality objectives which are reviewed regularly in alignment with the strategic plan. Excellence in the work place is promoted by providing employees with education, continuous training, relevant tools and adequate resources as well as collaborating with other organizations. All employees uphold ethical and professional conduct in all activities. Compliance with the provisions and objectives of the Quality Management System is mandatory for all MCAZ employees. Provision of customer satisfaction is ensured through communication with both internal and external customers.

This quality policy is communicated and understood within the organization and is available to interested parties.

Director-General


G.N Mahlangu (Ms.)

Date:

