

RWANDAIR QUALITY POLICY

It is the policy of RwandAir to provide a high standard of service to its customers and to operate and maintain its aircraft operations to the highest standards of safety and security in compliance with the Rwanda Civil Aviation Regulations (RCARs) and conformance to international best practices. RwandAir is in business to satisfy the air transport requirements of its customers and stakeholders by conducting a safe and reliable operation that guarantees value for money in all its activities.

All employees of RwandAir have the responsibility and are held accountable to comply with the applicable laws, regulations, procedures and company standards in their work areas in all locations where operations are conducted. Each employee has an obligation to provide and receive good customer service to and from fellow employees. Good customer service within the organisation will help foster external customer satisfaction.

To achieve the required level of customer satisfaction, we strive to advance the quality of service through continuous improvement using the following elements;

- Customer Focus
- Leadership
- Involvement of People
- Process Approach
- System Approach to Management
- Continual Improvement
- Factual Approach to Decision Making
- Mutually Beneficial Supplier Relationships

RwandAir Senior Management is committed to provide the necessary resources required to implement and maintain an effective quality management system.



Yvonne Manzi Makolo
Accountable Manager

