

# **TANZANIA MEDICINES AND MEDICAL DEVICES AUTHORITY**



## **QUALITY POLICY**

TMDA is committed to provide quality services in response to customer needs and expectations. We shall strive to balance the interests of our stakeholders without compromising quality, safety and effectiveness of medicines, medical devices and diagnostics by managing the Authority with utmost professionalism.

We commit ourselves to comply with requirements of the ISO 9001:2015 standard and continually improve effectiveness of Quality Management System. We shall manage and provide resources for continuous improvement of our services to ensure customer satisfaction.

## **SERA YA UBORA**

Katika kutekeleza majukumu TMDA inadhamiria kutoa huduma bora kwa kukidhi na kuvuka matarajio ya mteja. Tutaweka mbele maslahi ya wateja wetu bila kuathiri kazi ya kudhibiti ubora, usalama na ufanisi wa dawa, vifaa tiba na vitendanishi na kutoa huduma kwa weledi.

Tutaendelea kukidhi matakwa ya viwango vya ISO 9001:2015 na kuboresha mifumo ya utendaji kazi. Tutasimamia na kuweka rasilimali za kutosha ili kutoa huduma bora na kuendelea kumridhisha mteja.