



QUALITY POLICY STATEMENT

The Tanzania Civil Aviation Authority (TCAA) is committed to Ensure the highest standards of safety, security, and regularity of civil aviation in the United Republic of Tanzania through effective and efficient regulatory oversight.

We shall achieve this by:

1. Providing quality, transparent, and professional regulatory services that comply with national and international civil aviation requirements.
2. Ensuring the protection of the environment, the interests of consumers, and the well-being of the public.
3. Promoting a culture of safety, accountability, proactiveness and continual learning among all staff and stakeholders.
4. Maintaining compliance with the requirements of the ISO 9001:2015 Quality Management System (QMS) Standard.
5. Establishing and reviewing quality objectives that are consistent with the Authority's strategic direction and measurable through performance indicators.
6. Continuously improving the effectiveness of the QMS to enhance service delivery, customer satisfaction, and regulatory excellence.

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Dr. Jabiri K. Bakari
DIRECTOR GENERAL