SIDAMA INDUSTRIAL PARKS DEVELOPMENT CORPORATION (SIPDC)

QUALITY POLICY

Document Category: Policy
Document Number: SIPDC-QP-001
Version: 1.0
Effective Date: June 26, 2026
Review Date: June 26, 2029
Approved By: Board of Directors

---

1. PURPOSE

The Sidama Industrial Parks Development Corporation (SIPDC) is committed to providing efficient, reliable, transparent, and customer-focused services that support industrial development, investment promotion, and sustainable economic growth in the Sidama Region.

This Quality Policy establishes the Corporation's commitment to maintaining a Quality Management System (QMS) that meets stakeholder expectations, complies with applicable laws and regulations, and promotes continual improvement across all organizational processes.

---

2. POLICY STATEMENT

SIPDC is committed to:

- Delivering high-quality services that meet the needs and expectations of investors, partners, and stakeholders.
- Ensuring compliance with applicable legal, regulatory, and organizational requirements.
- Promoting a culture of excellence, accountability, and professionalism.
- Continuously improving the effectiveness of the Quality Management System.
- Enhancing customer satisfaction through efficient and responsive service delivery.
- Developing competent employees through training and capacity-building programs.
- Encouraging innovation and process improvement across all departments.
- Monitoring performance and implementing corrective actions where necessary.

---

3. QUALITY OBJECTIVES

To achieve this policy, SIPDC shall:

3.1 Customer Satisfaction

Maintain high levels of stakeholder and investor satisfaction through quality service delivery.

3.2 Operational Excellence

Improve operational efficiency and effectiveness through standardized procedures and best practices.

3.3 Continuous Improvement

Regularly review and improve organizational processes, services, and systems.

3.4 Employee Competence

Strengthen staff skills, knowledge, and professional capabilities through continuous learning.

3.5 Compliance

Ensure full compliance with relevant laws, regulations, standards, and internal procedures.

---

4. SCOPE

This Quality Policy applies to:

- All SIPDC employees
- Management and leadership
- Contractors and consultants
- Service providers
- Investors and stakeholders interacting with SIPDC

---

5. RESPONSIBILITIES

Board of Directors

- Provide strategic oversight for quality management initiatives.
- Approve quality-related policies and objectives.

Executive Management

- Ensure implementation and maintenance of the Quality Management System.
- Allocate resources necessary for quality improvement.

Employees

- Follow established procedures and quality requirements.
- Contribute to continuous improvement efforts.

---

6. MONITORING AND EVALUATION

SIPDC shall regularly:

- Conduct internal quality audits.
- Review customer feedback.
- Monitor key performance indicators.
- Assess risks and opportunities.
- Implement corrective and preventive actions.

---

7. CONTINUAL IMPROVEMENT

The Corporation shall promote continual improvement through:

- Process reviews
- Innovation initiatives
- Staff suggestions
- Management reviews
- Quality performance evaluations

---

8. POLICY REVIEW

This policy shall be reviewed every three years or whenever significant organizational, legal, or operational changes occur.

APPROVAL

Approved by:

Board of Directors
Sidama Industrial Parks Development Corporation (SIPDC)

Signature: ___

Date: ___

Official Seal: ___

Document Classification: Public
Document Owner: Quality Management Directorate
Version: 1.0