



## QUALITY POLICY STATEMENT

Christ Is The Answer Ministries (CITAM) is committed to quality and effective ministry to all we are called to serve. This is undergirded by our divine mandate and the spirit of excellence set out in the Holy Scriptures.

CITAM Quality Policy therefore commits to: -

- Fulfillment of our Vision and Mission by continuous evangelism and discipleship.
- Observance of our statement of faith
- Adherence to our core values (Community, Integrity, Transformation, Accountability, Ministry)
- Strategic growth in all areas of ministry.
- Provision of quality and holistic education in all our educational institutions.
- Effective and relevant media ministry reaching all the nations of the world.
- Sensitivity to the needs of our congregants and other customers, and the development of relevant ways and means to meet these needs.
- Compliance with applicable statutory, regulatory, and other requirements.
- Recruitment and retention of competent and Godly staff.
- Promoting teamwork and staff motivation by providing an enabling working environment with suitable facilities and tools.
- Conformity to the requirements of ISO 9001: 2015 and continually improve the effectiveness of the Quality Management System.

This policy forms the framework of quality objectives in line with strategic objectives and shall be communicated and availed to the interested parties.

The leadership and staff of CITAM hereby commit to the implementation of this quality policy and to its continuous review to ensure suitability and adequacy.

Signed.....  
Presiding Bishop

Date 12<sup>th</sup> November 2019