



Quality Policy

Medicines Control Agency is mandated to control and regulate the importation, exportation, distribution and use of medicines and related products to ensure their safe use, high quality and efficacy. With continuous improvement Medicines Control Agency will be a centre of excellence.

1. **MCA** commitment to implement its scope of work.
2. **MCA** commitment to provide services that meet or exceed the requirements and expectations of the customers and interested parties and in accordance with the national and international specifications and standards.
3. **MCA** commitment to protect the environment and the health and safety of the employees, customers and the public by conducting its functions in a safe and environmentally sustainable manner.
4. **MCA** commitment to comply with all applicable governmental regulations and internal requirements of the Agency.
5. **MCA** commitment to maintain management systems designed to assure continued quality compliance and to support continuous performance improvement.
6. **MCA** commitment to conduct regular evaluations to monitor the quality compliance and performance.
7. **MCA** commitment to the protection of human health and to cooperate with government, industry, and the public in support of regulations and programmes that promote quality excellence and address areas of any quality concern in medicines and related products regulation.
8. **MCA** implementing the management system fulfilling requirements of international standards: Quality Management System according to ISO 9001:2015.
9. **MCA** management commitment to review and update this Policy periodically as well as prepare and set the Agency's objectives and targets.
10. **MCA** commitment to communicate this Policy throughout the Agency and to make it available upon request by any party outside the Agency.

MARKIEU JANNEH KAIRA, EXECUTIVE DIRECTOR