



TPA QUALITY POLICY STATEMENT

Tanzania Ports Authority is established by the Act of Parliament with a mandate to promote effective management and operations of sea and inland waterways ports in relation to services in loading and unloading of cargo, passenger services, developing, a managing port infrastructure, superstructure, Security and Safety.

TPA is committed to consistently and continually improving the provision of services that meet and or exceed the needs of customers and comply to relevant National Laws, International instruments, and ISO 9001:2015 standard requirements. This shall be realized through provision of resources to ensure quality service delivery and operational excellence.

The Policy provides a framework for setting Quality Objectives, reviewed for adequacy and communicated within and outside the organization.

Amb. Ernest J. Mangu

CHAIRMAN OF BOARD OF DIRECTORS

Plasduce M. Mbossa

SECRETARY TO THE BOARD

Dar es Salaam

Date*9th August*....., 2022