



# QUALITY POLICY

## SCOPE

The United Nations Mine Action Coordination Center (UNMACC) was established in DRC in 2002 as element to conciliate support to MONUC (now named MONUSCO) and Humanitarian Mine Action (HMA) for the local population as part of DPKO mandate for the country. To date UNMACC continues to provide mine action services in support of the mission to enable MONUSCO «to deploy mine action experts to assess the scope of the mine and unexploded ordnance problems, coordinate the initiation of mine action activities, develop a mine action plan and carry out emergency mine action activities as required in support of its mandate.»

In addition UNMACC provides assistance to the GoDRC, in particular to the Congolese Center for Mine Action (formerly Focal point for Mine Action) which has been established as the National Mine Action Authority within the Ministry of Interior Affairs and Security.

## QUALITY POLICY

1. The UNMACC Program Manager hereby establishes a policy on quality management to ensure a consistent level of quality, to meet all legal requirements, to ensure compliance with UNOPS policies and standards and to comply with international standards related to Mine Action such as IMAS and IATG.
2. The UNMACC Program Manager fulfills the role of the «Management Representative» as defined by ISO 9001 and has the overall responsibility to take decisions regarding the Quality Policy and to ensure the availability of appropriate resources to enable all required actions for the implementation of the policy. However it is the responsibility of every staff member to implement the Quality Policy.
3. The Quality Policy and related documentation shall be reviewed every six (6) months by the senior management to ensure that it remains relevant and suitable.
4. UNMACC promotes the culture of continual improvement and the philosophy of getting things «right first time». It furthermore actively enhances the skills and knowledge base of staff through review and pursuing an on-going training policy, the objective of which is to prepare national staff to perform their work more effectively and independent from international support.
5. The Quality Policy shall be made available to every staff member on joining the program and shall be present in hardcopy in HQ Kinshasa and in every regional office.
6. This Quality Policy is reflected in a specific Quality Manual containing the implementation plan with specific quality objectives and the standard working procedures that all UNMACC staff must be familiar with, as applicable to their area of work.

Pascal Simon, Program Manager

Kinshasa 25/1/13

Place and date of issue