



**Vision:** To be a leading provider of insurance brokerage services in the East African region.

**Mission:** To offer exceptional Insurance Brokerage and related Financial services for the benefit of our customers and stakeholders.

### **MIB QUALITY POLICY**

We are committed that Total Quality is embedded in our service delivery. We shall comply fully with the legal, statutory and regulatory obligations, the ISO 9001:2015 requirements and endeavor to continually maintain and improve the effectiveness and efficiency of Quality Management Systems.

#### **To our customers we shall ensure:**

- We understand them and their needs
- We deliver a service that meets their needs
- The service delivered is consistently of good quality
- To continuously monitor and update our processes and technologies for effective service delivery,

#### **To our Stakeholders we shall ensure:**

- Our dealings with our business partners reflect our core values and meet the highest ethical standards
- An optimal return to our shareholders
- A conducive and satisfying work place for our employees.

We will develop, remunerate and support our employees in recognition of their unique contribution in achieving quality.

**MAJANI INSURANCE BROKERS LTD**