

QUALITY POLICY STATEMENT



National Insurance Corporation (NIC), being the leading insurance service provider in Tanzania, is committed to provide assurance to customers against uncertainties, through its innovative products and agile approach. In its quest to enhance customer excellence and becoming the most sustainable insurance service provider within the country, the Corporation offers services that focus on putting the customer at the centre of its business and commits to satisfying all legal requirements. In support of its vision and commitment to customer satisfaction and achieving continual improvement, the management and staff of NIC embraces the following key principles:

- Management will show leadership, commitment, demonstrate integrity and bear responsibility for establishing, implementing, and maintaining the quality management system that satisfies the requirements of ISO 9001 standard.
- Implement systems and controls that will ensure complete understanding of customer requirements and facilitate the provision of effective insurance services.
- Empower all staff to participate in quality improvement activities, through teamwork and consultation, to provide demand driven services, which satisfy customer needs and expectations, and ensure continual improvement.
- Incorporate enterprise risk management into its processes to safeguard stakeholders' interest against uncertainties.
- Monitor, analyze and evaluate the effectiveness of quality objectives set to achieve this policy.
- Review this policy periodically to evaluate its relevance and effectiveness in maintaining the implemented management system.

Kaimu Abdi Mkeyenge
MANAGING DIRECTOR

Date: 9th January 2024

SERA YA UBORA



Shirika la Bima la Taifa (NIC), linaloongoza kwa utoaji huduma za bima nchini Tanzania, limejizatiti kutoa huduma za bima kwa wateja wake dhidi ya majanga, kupitia huduma zake za kiubunifu zinazotolewa kwa haraka na kwa ufanisi. Katika jitihada zake za kuboresha ufanisi kwa wateja ili kuwa mtoa huduma endelevu wa bima nchini, shirika linatoa huduma zinazolenga kumweka mteja kuwa kiungo muhimu cha shughuli zake na kujikita katika kutimiza matakwa ya kisheria. Ili kudumisha dira yake na ahadi ya kuwaridhisha wateja na kupata mafanikio endelevu, Uongozi na Wafanyakazi wa Shirika la Bima (NIC) wanatekeleza misingi muhimu ifuatayo:

- Uongozi utatekeleza utawala bora, kujitoa, kuonyesha uadilifu na kuwajibika katika kuanzisha, kutekeleza, na kudumisha mfumo wa utawala utakaokidhi mahitaji ya viwango vya kimataifa (ISO) 9001.
- Kutekeleza mifumo na njia za udhibiti zitakazosaidia kuelewa kikamilifu mahitaji ya wateja na kuwezesha utoaji wa huduma za bima kwa ufanisi.
- Kuwawezesha watumishi wote kushiriki katika shughuli za kuongeza ubora, kupitia kufanya kazi kwa pamoja na kushauriana ili kutoa huduma zinazohitajika ambazo zitakidhi mahitaji na matarajio ya wateja na kuhakikisha kunakuwa na uboreshaji endelevu.
- Kujumuisha udhibiti wa vihatarishi katika michakato yake ili kulinda maslahi ya wadau dhidi ya majanga.
- Kufuatilia, kuchambua na kutathmini ufanisi wa malengo ya ubora yaliyowekwa ili kufanikisha sera hii.
- Kupitia sera hii mara kwa mara ili kutathmini uhalisia na ufanisi wake katika kudumisha mifumo ya kiutawala iliyowekwa.

Kaimu Abdi Mkeyenge
MKURUGENZI MTENDAJI

Tarehe: 9/01/2024