



# QUALITY POLICY

Lagos Metropolitan Area Transport Authority (LAMATA) is committed to planning, implementing, franchising, and regulating an integrated multimodal transport system that ensures seamless mobility aimed at meeting the needs of its customers through an effective implementation and management of ISO 9001: 2015 Quality Management System (QMS).

To achieve this, our agency operates a QMS which complies with international standards through committed professionals; and uphold the highest ethical standards by ensuring transparency, fairness and efficiency in our service delivery.

We are committed to:

- Ensuring that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
- Identifying and complying with regulatory and statutory requirements of the industry.
- Setting and monitoring of quality objectives.
- Communicating to all internal and external stakeholders the importance of meeting customer needs and relevant statutory requirements.
- Ensuring all internal and external stakeholders understand the requirements of the Quality Policy.
- Monitoring and improving QMS processes.

This policy shall be reviewed whenever there are changes to our Quality Management System.

The fulfilment of this policy is the responsibility of all employees of Lagos Metropolitan Area Transport Authority (LAMATA).

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Approved by: Managing Director