



QUALITY POLICY STATEMENT

Kenya Forest Service (KFS) is mandated provide for the development and sustainable management, including conservation and rational utilization of all forest resources for the socio-economic development of the country and for connected purposes. In fulfilling this mandate, the Service is committed to Quality Management System that ensures consistent, efficient and customer-focused delivery of services to all stakeholders.

This Quality Policy will be reviewed from time to time in line with Forest Conservation and Management Act and the applicable requirements to remain alive to the emerging developments in the forest sector.

The management shall ensure effective communication of this policy to all its functional levels.

In line with the requirements of ISO 9001:2015, Kenya Forest Service is committed to:

1. Provide sustainable forest conservation, management and forestry products and services that meet and exceed customer expectations.
2. Establish, monitor, evaluate and regularly review quality objectives at all functional levels and operational units, from Head Quarters, Conservancies County Forest Conservation areas and the Kenya Forestry College to ensure alignment with Strategic Plan and performance enhancement.
3. Ensure compliance with applicable statutory, regulatory and other requirements governing forestry and environmental management in Kenya.
4. Enhance the competence, skills and professionalism of our staff through continuous training, mentorship and capacity building while maintaining active engagement with Community Forest Associations (CFAs), stakeholders, and external partners.
5. Continually improve the suitability, adequacy, and effectiveness of our Quality Management System (QMS), operational processes, infrastructure, and service delivery mechanisms through systematic monitoring, evaluation, risk management, internal auditing, data-driven management reviews, regular review of objectives, processes and performance.
6. Adopt innovation, technology, research and best practices in sustainable forest resource management and climate change mitigation.
7. Utilize resources in the most efficient and effective manner.
8. Actively mobilize resources for development and utilization of forestry resources.
9. Maintain an updated forest information system for decision making and dissemination.

Date: 26th May, 2026

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