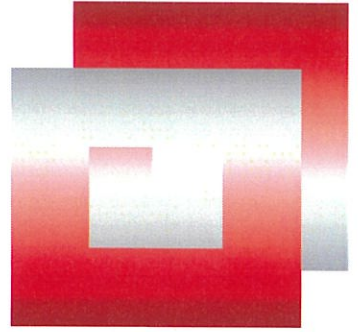


# Toyota Kenya Limited Quality Policy



*Toyota Kenya Limited is a member of CFAO Group under the bigger umbrella of Toyota Tsusho Corporation. Our vision is “To be the company where customers love to visit and people love to work”.*

*We are committed to meeting and providing customers of the highest level of quality in our business of sales, distribution of spare parts and service of Toyota, Hino, Suzuki and Yamaha brands in Kenya.*

*We are committed to comply with the applicable legal and regulatory requirements, Quality management standards following the Total Quality Management (TQM) system and other applicable requirements in order to enhance our ability to deliver high quality products and services at all times.*

*Through KAIZEN activities and setting performance objectives, we strive to continually monitor and improve our operations, our quality management system and the set objectives. We take great pride in developing and supporting our staff members to meet and exceed our customers expectations.*

*The implementation of this policy can only be achieved through the commitment of all staff members. Through mutual respect, passion, and teamwork, we strive for excellence, continuously improving our services, process, and products. It is compulsory that all our staff accept our philosophy of quality service delivery and accept accountability. This policy shall be communicated to staff and availed to the interested parties as appropriate.*



.....  
Managing Director



.....  
Chief Operating Officer(COO)

*“You Will Love  
The TOYOTA KENYA Experience”*

