



PROCESS: DKC QUALITY POLICY

Doc N^o.
DKC/RWS/QM/02

UMURONGO W'UMURIMO UNOZE MURI KOPERATIVE DUKUNDE KAWA

Koperative yacu yiyemeje guha abakiriya bayo ikawa nziza iryoshye. Kugirango iyi ntego igerweho, Koperative izakomeza mu buryo buhoraho gukorera mu murongo wo gusubiza ibyifuzo by'abakiriya, kugera ku ntego z'ubucuruzi no guharanira ko ikawa ihora ari nziza ihangana ku isoko hubahirijwe amategeko, amabwiriza abigenga ndetse n'ibyifuzo by'abaguzi.

Kugirango uyu murongo ugerweho bisaba uruhare rwa buri mukozi akabigira ibye, biturutse mu muco wo guhora biyungura no gukora bishimye. Abakozi bose bahabwa amahugurwa y'umurimo unoze akenewe kugirango buzuzwe inshingano kandi bagomba kubikora kinyamwuga kugirango kugirango babungabunge ubwiza bw'igicuruzwa ndetse banakumira ko ibikorwa byose byahungabana.

Iyi nyandiko yamenyekanishijwe mu buryo busobanutse hose mu kigo kandi igaragara aho abakozi bakunda kunyura kenshi.

Iyi nyandiko izajya ikomeza guhuzwa n'igihe, byumwihariko igihe hari impinduka mu miterere cyangwa mu ngano y'ikigo. Mu gukomeza kuzamura imikorere myiza mu kigo ku buryo buhoraho, Umurongo ngenderwaho uzajya uvugururwa igihe bibaye ngombwa.

**Byemejewe na Perezida wa Komite Nyobozi,
UWINGENEYE Virginie**

Date 10/07/2026





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DUKUNDE KAWA COOPERATIVE QUALITY POLICY STATEMENT

Our Cooperative is committed to provide competitive coffee products of the highest quality to its customers. For achieving this goal, the cooperative consistently satisfies the mutually agreed needs and expectations of its customers, achieve business success, and ensures that the product is always safe and competitive by conforming to statutory, regulatory and customer requirements.

Achievement of this policy involves all staff being individually responsible for the quality of their work, resulting in a continual improvement culture and conducive environment for all. All employees are provided with the QMS training necessary to enable them to perform their tasks and are responsible for ensuring that they do so in a professional manner so that the Quality of the product/service and the entire process is not put at risk.

This policy is thoroughly communicated throughout the organization, its copy is posted where employees pass frequently and to the cooperative website (www.dukundekawa.rw) for external providers' reference.

This policy will be kept up to date, particularly as the operational process changes in nature and size. To ensure continual improvement of the company QMS, the Quality policy and the way in which it is operated will be reviewed and redesigned as per need.

President of Board Approval,

UWINGENEYE Virginie
Date: 10/07/2026

