

RMI QUALITY POLICY STATEMENT AND OBJECTIVES

APPROVING AUTHORITY			
Title	Name	Signature & Stamp	Date
Director General	Dr. Charline MULINDAHABI		24/09/2026

The content of this procedure is controlled and shall not be copied. Any changes or amendments shall be kept in track changes until they are approved by the competent authority.

Revision 01

Issued date: 24/09/2026

Next revision: 24/09/2029

 RWANDA MANAGEMENT INSTITUTE <i>Towards self-driven management innovations</i>		DG/QPSO/012
Title	QUALITY POLICY STATEMENT AND OBJECTIVES	Revision 01

I. RMI quality policy statement

Rwanda Management Institute (RMI) defines and documents its processes in alignment with its Strategic Plan to ensure consistent quality service delivery and to exceed customer expectations. RMI is committed to delivering high-quality services that meet customer requirements and comply with applicable statutory and regulatory obligations. This commitment is achieved through effective and innovative management practices, transparency, systematic maintenance, and the continual improvement of its Quality Management System in accordance with ISO 9001:2015.

II. Quality objectives

- 1) Develop and launch at least three (3) new courses per financial year, supported by evidence-based data and information.
- 2) Review and update at least three (3) existing training courses annually based on evidence-based data and information to ensure continued relevance and improvement.
- 3) Conduct an annual customer satisfaction survey and maintain an overall satisfaction rate of at least 90%, with year-on-year improvement targets and corrective actions for underperforming areas.
- 4) Develop and maintain an up-to-date database of qualified trainers and consultants by recruiting at least five (5) new experts annually in key thematic areas to strengthen training and consultancy delivery.
- 5) Conduct a staff training needs assessment, implement at least 80% of the approved Annual Capacity Development Plan, and ensure that at least 80% of trained staff demonstrate measurable improvement through post-training impact assessments.
- 6) Digitalize at least 90% of all RMI services by the end of 2028, with phased annual targets and measurable improvements in processing time and customer satisfaction.