

NWEBA assumes the quality of its services as a means to guarantee the satisfaction of its customers and other interested parties.

Our commitments:

- Promoting Quality management, ethics and social and financial responsibility, as they are considered essential elements for the constant pursuit of meeting the relevant requirements of interested parties, business excellence, continuous improvement and the performance of its processes and management system;
- Ensure continuous improvement in the quality of services and customer satisfaction;
- Provide training and awareness programs on Quality suitable for employees and promote their consultation and participation;
- Comply with legal, regulatory and other requirements if applicable.

NWEBA undertakes to continually seek to improve the performance of its Quality Management system based on the ISO 9001:2015 references and its processes, and ensures that this Policy is implemented, maintained, communicated and understood at all levels of the organization, this being made available to other interested parties.

Maputo, on the 23rd of June 2022

The Management

