



QUALITY POLICY

Empowering Africa's Business Landscape: PACCI's Commitment to Quality and Progress

The Pan African Chamber of Commerce and Industry (PACCI) is an organization established in 2009 with the statue signed by 35 National Chambers of Commerce and Industry to support the call to Boosting Intra African Trade now known as the African Continental Free Trade Area Agreement (AfCFTA). Operationalization of our headquarters in Ethiopia in began in 2014 based on an MOU with the Ministry of Foreign Affairs of the Federal Democratic Republic of Ethiopia. Over the years, our membership has extended to include all 54 National Chambers of Commerce and Industry, associations and businesses, demonstrating a commitment to fostering economic growth, regional integration, and sustainable business practices across the African continent. As a continental chamber of commerce, PACCI operates as a network that connects businesses, governments, and international organisations to drive impactful projects and initiatives.

Vision and Mission:

PACCI envisions taking the lead in cultivating a diverse and thriving continental economy, where businesses flourish, and communities prosper. **The mission** is to strengthen, support, and promote the economic vitality of Africa's business community. Guided by a four-year strategic plan developed in collaboration with its Executive Council and members, PACCI focuses on four priority areas.

Commitment to Quality:

At PACCI, "quality" is not just a term, but a set of principles ingrained in our values.

PACCI is dedicated to ongoing commitment, striving to exceed customer expectations and accurately adhere to industry regulations. We maintain transparent and accurate relations with all partners, emphasizing continuous improvement through the establishment and administration of rules of good practice. Our organization has a zero-tolerance policy for corruption and illegal activities, while actively fostering skill development and improved efficiencies within our team. PACCI places great importance on maintaining harmonious human relations, promoting mutual respect and collegial behavior.

Quality Management System:

Through the implementation of our quality management system, PACCI aims to establish itself as a reliable and leading organization. This involves increasing customer satisfaction, improving collaborations with partners and chambers, and maintaining a commitment to excellence in all aspects of our operations.

Leadership Commitment:

As the Executive Director of PACCI, I bear ultimate responsibility for quality, ensuring that our quality system processes are meticulously followed by all employees. I am committed to conducting periodic reviews of our quality system and encouraging staff to contribute ideas and actions for continuous improvement. I have complete confidence in every PACCI employee, believing that together, we can develop and maintain an effective quality management system.

PACCI remains steadfast in its pursuit of excellence, contributing to the growth and resilience of Africa's business landscape.

Sincerely,

Kebour Ghenna,
Executive Director,
PACCI.

