CIRA
Construction Industry
Regulatory Authority

QUALITY MANAGEMENT SYSTEM (QMS) POLICY

QMS POLICY CONTEXT AND PURPOSE

The Construction Industry Regulatory Authority of Malawi (CIRA) is a statutory body established under the Construction Industry Act No. 28 of 2025 with the mandate to regulate, promote and develop the construction industry in Malawi. In fulfilling this mandate, CIRA is committed to creating an enabling environment for a vibrant, professional, innovative, inclusive and sustainable construction industry for the delivery of safe, quality and resilient infrastructure and economic empowerment. This Policy supports CIRA's strategic direction and provides the framework for establishing and reviewing quality objectives.

QMS POLICY COMMITMENT

CIRA commits to establish, implement, maintain and continually improve an effective Quality Management System in accordance with ISO 9001:2015, applicable statutory and regulatory requirements, and the needs of relevant interested parties. CIRA shall:

1. **Leadership, Governance and Competence:** Provide strong leadership, ethical governance, accountability, competent personnel, adequate resources, knowledge and training necessary for effective regulation, quality service delivery and continual improvement.

2. **Statutory and Regulatory Effectiveness:** Effectively implement the Construction Industry Act No. 28 of 2025 and related instruments through registration and licensing, project registration, compliance monitoring, inspections, technical and quality audits, investigations, enforcement, disciplinary measures and other lawful regulatory interventions.

3. **Quality, Safety, Resilience and Sustainability:** Promote and enforce applicable technical standards, quality-control requirements, safety and health provisions, environmental sustainability and conformity of construction materials, works, processes and practices to support safe, quality and resilient infrastructure.

4. **Industry Development and Economic Empowerment:** Develop and promote the construction industry through capacity building, training, research, innovation, sustainable technologies, professionalisation, local participation and initiatives that strengthen Malawian firms and contribute to Malawi 2063 and national economic development.

5. **Stakeholder Focus, Transparency and Public Interest:** Deliver timely, accessible, fair, consistent and responsive services; communicate and consult effectively with stakeholders and interested parties; and promote transparency, accountability and impartiality while safeguarding the public interest and regulatory independence.

6. **Risk-Based, Evidence-Based and Digital Management:** Apply risk-based thinking, reliable data, research, performance information and appropriate digital systems to strengthen regulatory decision-making, efficiency, resilience, innovation and achievement of CIRA's strategic objectives.

7. **Performance, Compliance and Continual Improvement:** Set and review measurable quality objectives and performance indicators; monitor stakeholder feedback and complaints; undertake audits and management reviews; address nonconformities and corrective actions; and continually improve the suitability, adequacy and effectiveness of the QMS.

COMMUNICATION, APPLICATION AND REVIEW

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This Policy shall be communicated, understood and applied throughout CIRA and made available to relevant interested parties. Its continuing suitability, adequacy and effectiveness shall be reviewed through Management Review at least annually and formally revised whenever significant changes occur in legislation, CIRA's mandate, strategic direction or operating environment, and in any case not later than every three years.

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