



## QUALITY POLICY

Kwara State Internal Revenue Service (KW-IRS) is committed to the provision of quality revenue administration and collection services to our customers as established by the Kwara State Revenue Administration Law No. 6 of 2015 (as amended).

To achieve this, we have established quality objectives at all levels in the organization.

We are committed to satisfying applicable requirements and to continual improvement of our services. We constantly engage competent taxpayer-centered workforce and utilize technologies that promote efficiency across all operating areas of the Service.

We are resolute in complying with the requirements of ISO 9001:2015 standard and to continually improve the effectiveness of Quality Management System.

This policy has been communicated to all employees and relevant interested parties accordingly.

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**Executive Chairman**

01-06-2018

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Date



## QUALITY OBJECTIVES

To maintain an effective Quality Management System based on ISO 9001:2015 standard, Kwara State Internal Revenue Service (KW-IRS) specifies the following measurable Quality Objectives:

- To maintain the integrity of tax laws by eliminating all instances of multiple taxation.
- To ensure efficiency of revenue collection processes and quality service to all customers.
- To improve the Internally Generated Revenue collection so as to assist the State Government attain specific economic and social policies, systems and targets.
- To stimulate voluntary compliance.

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**Executive Chairman**

01-06-2018

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Date