

KCAA/LIC/ATO/01

Accountable Manager,  
East African School Of aviation,  
P. O. Box 30689 - 00100,  
Nairobi.

QO  
FYI → TNA  
~~Signature~~ 5/5/2021  
DEASA

3<sup>rd</sup> May 2021

Dear Sir,

**RE: COMPLIANCE TO THE CIVIL AVIATION (APPROVED TRAINING ORGANIZATION) REGULATIONS 2018.**

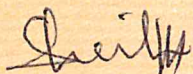
The Authority acknowledges your effort in compliance with the above mentioned regulations.

The Authority hereby grants an extension of your approved training organization certificate beginning from 3<sup>rd</sup> May 2021 to 3<sup>rd</sup> August, 2021 pursuant to the civil aviation (Approved Training Organization) regulations 2018. During this period you are required to comply with the above mentioned regulations.

Please note that, this is the final extension that is being granted to your organization. Failure to complete your compliance certification during this extension shall lead to a negative consequence on your ATO certificate.

Be assured of our continued support.

Yours Sincerely,



**S. Kemunto**  
**For: DIRECTOR GENERAL.**



## EAST AFRICAN SCHOOL OF AVIATION

# QUALITY OBJECTIVES

1. To continuously develop and implement products and services that meet training needs of the Authority and global aviation industry
2. To continuously enhance customer satisfaction and stakeholder relations through effective communication and continual improvement of quality & performance management systems
3. Harness employee commitment through capacity building, organizational culture, and provision of a safe and secure work environment
4. To attain financial sustainability through innovation, increased income base and optimal allocation & utilization of resources.

**Dr. Mugambi G.K. M'Nchebere, BCom, MBA, PhD**  
**DIRECTOR**

Signature

Date 11-12-2017



EASA IS THE TRAINING DIRECTORATE OF KENYA CIVIL AVIATION AUTHORITY



# EAST AFRICAN SCHOOL OF AVIATION SERVICE CHARTER

## Vision

To be the global aviation training Centre of Choice

## Mission

Effectively offering quality training that meets the needs of the global aviation industry by optimally leveraging resources

## Core Values

EASA believes and is committed to promote Academic freedom and Excellence, Integrity, Employee Empowerment, Teamwork, Innovativeness, Customer Focus and Product Quality

NO.	SERVICE	REQUIREMENTS / PROCEDURE	COST	TIME
1.	Response to general enquiries	Written/oral enquiry	Free	1 Day
2.	Responses to requests and claims	Formal requests and claims	Free	2 days
3.	Payment for services, works and products	Invoices	Free	30 days
4.	Registration of new students	Presentation of admission letter and required documents	Free	1 day
5.	Feedback to request for admission of new students	Filled application forms and payment of application fee	Ksh 1000	5 days
6.	Issuance of Transcripts	Student Identification, 30 days have lapsed after the last exam date	Free	1 Day
7.	Issuance of Certificates	Completion of Course and Clearance	Free	1 day
8.	Allocation of accommodation and Conferencing Services	Confirmation of availability and proof of payment	Free	1 day
9.	Allocation of sports facilities, grounds, related services/facilities	Confirmation of availability and proof of payment	Free	1 Day
10.	Provision of Catering and Conferencing Services	Requisition & Proof of Payment	As per current rates	2 day
11.	Response to request to hire sports, grounds and other facilities	Formal request	Free	1 Day
12.	Responses to complaints on service provision	Formal complaints through email, or duly filled customer feedback forms	Free	5 days
13.	Complaint Handling and Resolution	Written complaints	Free	30 days

Note: Days refer to Working Days

EASA is committed to adherence to the National Values and Principles of Governance in delivery of its services in a courteous, excellent and environmentally sustainable manner.

To serve our clients better, we expect them to attend scheduled appointments punctually; to respond to requests for information by the organization accurately, thoroughly and in a timely manner.

Any service that does not conform to the above standards or any officer who does not live up to the above commitment in Service Delivery should be reported to:

The Director, East African School of Aviation, Off Airport North Road, Email: [info@easa.ac.ke](mailto:info@easa.ac.ke) website: [www.easa.ac.ke](http://www.easa.ac.ke)

Or

Feedback on compliments and complaints can be submitted through feedback boxes located at reception areas or through our electronic link GIVE US YOUR FEEDBACK found on our website [www.easa.ac.ke](http://www.easa.ac.ke)

Or

The Commission Secretary /Chief Executive Officer, Commission of Administrative Justice, 2nd Floor, West End Towers P.O. Box 20414 – 00200 Nairobi, Tel: + 254 020 2270000, Email: [certificationpc@ombudsman.go.ke](mailto:certificationpc@ombudsman.go.ke), Website: <http://www.ombudsman.go.ke>



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# EAST AFRICAN SCHOOL OF AVIATION

## QUALITY POLICY

The East African School of Aviation (EASA) is the training Directorate of Kenya Civil Aviation Authority (KCAA) established to develop and deliver Aviation and related training programs to the Authority and Aviation Industry.

EASA is committed to provision of quality training services that meet the needs of the global aviation industry by optimally leveraging resources and in compliance with customer and applicable statutory requirements

We strive to achieve this quality training by embracing risk based thinking, setting quality objectives cascaded throughout the organization and continually improving EASA QMS based on ISO 9001:2015 standard.

This policy and supporting objectives shall be appropriately communicated and reviewed periodically for continued suitability and effectiveness.

**Dr. Mugambi G.K. M'Nchebere, BCom, MBA, PhD**  
**DIRECTOR**

Signature

Date 11-12-2017



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