# Quality Policy

Communications Commission

**The Communications Commission is an independent, transparent and accountable collegial regulatory authority that ensures the effective, fair and impartial regulation of the broadcasting and electronic communications sectors, with the aim of protecting the public interests and consumer rights and promoting the development of a competitive, innovative and sustainable market.**

**The Communications Commission recognises its responsibility towards the society, consumers, market participants and other stakeholders. Within the scope of its powers as defined by Georgian legislation, the Commission is committed to ensuring high-quality, results-oriented operations based on the principles of modern governance.**

**To this end, the Communications Commission undertakes to:**

- **Conduct its activities in accordance with the principles of legality, objectivity, independence, professionalism, ethical conduct, accountability and transparency;**
- **Ensure regular assessment and consideration of the needs and expectations of consumers, market participants and other stakeholders, and protect their rights and interests;**
- **Promote the development and accessibility of modern technologies, innovation, media literacy, digital transformation and high-quality services;**
- **Develop the knowledge, competencies and professional capabilities of employees, and foster a safe, inclusive and collaborative working environment;**
- **Ensure effective process management, make decisions based on data and evidence, and use resources rationally;**
- **Continuously improve service quality, process effectiveness, stakeholder satisfaction and organisational efficiency;**
- **Implement, maintain and develop a quality management system based on the requirements of the ISO 9001:2015 standard and ensure its continual improvement.**

**The Quality Policy of the Communications Commission provides the foundation for defining, implementing and evaluating quality objectives. The Commission's management assumes responsibility for implementing this policy, reviewing it periodically and ensuring the continuous improvement of the effectiveness of the quality management system, so that the organisation can successfully respond to contemporary challenges and meet the expectations and needs of interested parties.**

**Goga Gulordava**

**Chairman of the Communications Commission**



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