



VISION

- Ranked among the top 10 civil aviation authorities globally by 2020.

BRAND PROMISE

- Keeping you safe in the sky.

MISSION

- To regulate the civil aviation safety and security in support of the sustainable development of the aviation industry.

VALUES

	VALUES	BEHAVIOURAL ATTRIBUTES
G	Good is never good enough	Always giving best effort, and seeking to continuously improve
I	Integrity and independence	Maintain high ethical standards and approach issues professionally without any bias and in a transparent manner that engenders trust amongst all our stakeholders
S	Service excellence	Striving to always exceed customer expectations
T	Teaming and partnering	Working with others where we are jointly accountable for the end result.

QUALITY POLICY

In support of the above SACAA is committed to:

- *Focus on stakeholder and customer satisfaction through statutory and regulatory compliance and continual improvement, safety and risk management.*
- *Enhance the skills of management and staff through review and actively pursuing an on-going skills development, the objective of which is to prepare staff to perform their work more effectively and efficiently.*
- *Accomplish quality objectives by establishing, implementing and maintaining a documented effective Quality Management System which complies with the requirements of ISO 9001:2015.*

It is every employee's responsibility to continually improve SACAA's Quality Management System.

POPPY KHOZA
DIRECTOR OF CIVIL AVIATION