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Ezulwini Town Council is a service oriented Local Authority which can be best described as a residential, tourist and corporate hub of the country. The Council and Management of Ezulwini Town Council resolved to implement ISO 9001:2015 Quality Management System, as a strategic measure towards attainment of its Vision and fulfilment of its Mission, to improve the quality of life of the Ezulwini community through the provision of efficient services and infrastructure that is responsive to their needs.

In pursuit of this commitment, Management is committed to continually:

- Identify and manage risks to Council's business and taking actions to eliminate them.
- Provide a framework for setting Quality Objectives.
- Ensure that the policy is successfully implemented and improve Council's processes to enhance customer satisfaction.
- Satisfy all applicable statutory and regulatory requirements applicable to Council's operations.
- Encourage participation and promote accountability among all employees and stakeholders through implementation of standards, that call for training, supervision and effective communication.
- Ensure that the Quality Policy is communicated and understood by all staff and made available to all interested parties as appropriate.
- Ensure that innovation, research and technology are embraced in all Council's operations for efficient and effective service delivery.

- Improve the QMS to ensure customer satisfaction across all services provided.

In line with this policy, management shall ensure that the Quality Policy supports the strategic direction of Ezulwini Town Council and commits to the regular revision to ensure continuing suitability and fulfilment of applicable requirements.