



**ISO 9001:2015:** Committed to excellence and continuous improvement, TSCZ adheres to the ISO 9001:2015 international standard and works in partnership with stakeholders to create safer roads for everyone.

To become a regional leader in continuously reducing deaths, injury and property damage caused by road traffic crashes

To promote road traffic safety through safety education, training, publicity, and research in co-operation with other stakeholders.

*In the quest to fulfil our vision and achieve our mission, we are always guided by the following shared values:*

We aim to ensure maximum safety to oneself, colleagues, clients, and stakeholders.

We are receptive to the changing environment, in order, to satisfy our customers.

We do the right thing in all circumstances.

We are committed to contributing positively towards TSCZ goals.

We aim to exceed  
customers' expectations.

***In line with our customer promise, we pledge to:***

- Provide timely and efficient service in all our operations.
- Treat you with courtesy, fairness and respect.
- Use your confidential information responsibly.
- Ensure transparency and accountability in all our processes and decisions.
- Deliver a superior customer experience in every engagement, across all Traffic Safety Council of Zimbabwe physical and digital channels.
- Adhere to clearly defined rules, regulations and procedures in executing our mandate.

***We are committed to meeting the following standards:***

- Attend to clients promptly, in the shortest time possible.
- Respond to enquiries (in person and online) within 48 hours.
- Avail Defensive Driving Certificates within five working days from the date of course completion.
- Process applications and requests within clearly defined and communicated timelines.
- Provide accurate, clear and complete information.
- Inform clients of any delays or changes affecting service delivery.

***To help us serve you better, we expect clients to:***

- Treat staff fairly, professionally and respectfully.
- Provide accurate and complete information.
- Abide by the rules and regulations of the Council.

***We value your feedback and are committed to continuous improvement:***

- All our Offices have been furnished with 'Suggestion Boxes', your suggestions and feedback are valued.
- Feedback will be used to improve our services and enhance road safety outcomes.

7:45am to 4:45pm  
Monday to Thursday

7:45am to 4:30pm  
Friday

1:00pm to 2:00pm  
Closed for Lunch

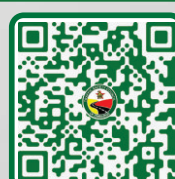
**FOR FEEDBACK AND ANY OTHER SERVICE -RELATED ISSUES, GET IN TOUCH WITH US**



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[www.trafficsafety.co.zw](http://www.trafficsafety.co.zw)



**Traffic Safety Council of Zimbabwe**



MANAGING DIRECTOR.

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