

Quality Policy Statement

NACCA will maintain a Quality Management System that will guide its provision of financial assistance programming and advocacy support for the network of Aboriginal Financial Institutions operating across Canada.

NACCA's values reflect our Association's deeply Indigenous character – as well as our commitment to the hard work and professionalism the financing sector demands:



Balance of our advocacy and program delivery roles

Respect for our diversity and distinct Indigenous cultures

Awareness of the rights, aspirations, and needs of Indigenous people

Integrity in our relationships

Diligence in our work

Sharing of our knowledge within and beyond the network

NACCA is mandated to serve the needs of Aboriginal Financial Institutions across the country. Mindful of this, NACCA will:

- Prioritize member satisfaction, seek to continually secure resources and provide the AFI network with the tools they need to allow the network's financing and business support activity to grow;
- Provide high quality professional development and capacity support to its members;
- Tell the network's story to government decision-makers, its own members, and the Canadian public;
- Promote transparency in its work;
- Promote the responsiveness and competence of all our employees so they can deliver on our commitments to our members;
- Ensure that the Quality Management System is reviewed on a periodic basis to ensure it remains relevant and effective with a focus on continual improvement;
- Communicate our Quality Management System Policy both internally and externally to our members and stakeholders.

The responsibility of quality in the delivery of our products and services to the AFI network is shared by all staff, the Board and its Committees and is adopted as an integral part of the work we do at NACCA every day.