UNIVERSITY OF NAIROBI

Prof. Peter Mbithi, Deputy Vice-Chancellor (A&F)

Principals of Colleges

Heads of Departments

Members of staff

Distinguished Guests

Ladies and Gentlemen
I would like to take this opportunity to welcome all of you to the official launch of the International Organization for Standardization (ISO) Certification training that began early this month.

The process of ISO certification as mentioned by earlier speakers represents an international consensus on good management practices with the aim of ensuring quality service delivery to our clients. ISO certification has become a widespread practice as organizations increasingly work to conform to the international standards. For the
University of Nairobi, it will position us to compete with the best internationally. Besides, knowing the expected standards will enable us to utilize our scarce resources better.

In order to meet its goal of offering quality and relevant academic programmes and be a role model to others, the University has to adopt ISO 9001:2000 standards which apply to quality management systems. The standards place strong emphasis on process control and continuous improvement which are some of the key
characteristics that an organization must possess to be recognized as a leading player.

Ladies and Gentlemen, the modern customer has become demanding and choosy, especially with increased availability of other quality competitive options. Organizations are now required to conform to international quality management systems in order to offer competitive services to the market and this University is not an exception.
It is in recognition of the need for quality service provision that the University management enlisted the services of the Kenya Bureau of Standards to develop, design and implement a training programme to enable us attain certification in quality management.

To kick-start the process, a seminar was held for the top management ten days ago. This was followed by training of Senate members. The training which is continuous will cover all members of staff. The intention is to expose them
to ISO 9001-2000 based quality management systems. The process will also involve the training and certification of internal auditors, who will be equipped with auditing skills that will aid them in undertaking internal audits to evaluate our progression.

Ladies and Gentlemen, acquisition of ISO certification is in our performance contract of which our target is to meet at least 40% of the process during the current financial year. I am informed that Egerton University has already
received certification for its food processing unit while Strathmore University is the only University to have received full ISO 9001:2000 certification.

The University of Nairobi is fully committed to achieving certification within the required time and there will be no backtracking on this. To achieve this goal, cooperation and hard work from all of us is paramount.
I am confident that we have a team of managers and staff equal to the task of transforming the University into the best institution of higher learning not only in this country but also in the region.

With those few remarks, I now declare the match towards ISO certification officially launched, and wish you all a successful training.

Thank you.