

## **UoN is now ISO 9001:2015 Certified**

As one of the leading Universities in the region, the University of Nairobi has once again set new heights by being the only institution of higher learning to be awarded the new International Organization for Standardization (ISO) by Kenya Standards Bureau (KEBS). The certificate was received by Vice-Chancellor, Prof. Peter Mbithi on Wednesday, August 2, 2017.

The ISO 9001:2015 standardization which has replaced the ISO 9001:2008 is awarded after a successful audit by KEBS. The new standard provides many benefits to the University that includes better process integration, improved evidence for decision making, engagement of staff and students, improvement of customer satisfaction and improvement in the credibility and image of the University.

The key components of the new standard include its scope, quality policy, quality objectives, six main processes, 32 sub processes and 81 procedures.

“We must all conform to this. All University processes such as admissions, staff and student disciplinary cases, examinations, graduations, need to follow the guidelines,” said Prof. Mbithi. “Risk based thinking has been integrated into the Quality Management System (QMS) process. This will enable the University to take action to address any risks or opportunities the QMS may highlight.”

The new standard is customer focused and hence institutions and organizations being awarded the standard have put great emphasis on ensuring that customers are happy. Service delivery is paramount. Customer complaints and criticism are addressed accordingly.

The ISO 9001: 2015 certification marks the fifth major revision, of the University Quality Management System.

Speaking on behalf of the Managing Director, KEBS, Director Quality Assurance, KEBS, Mr. Eric Chesire, observed that the customer focused standard will bring immense benefits to the University, key among them being better process integration, improved evidence for decision making, creating a continual improvement culture, engagement of staff, improvement of customer satisfaction and improvement in the credibility and image of the university.

At the same Senate meeting, deans, directors and heads of departments from the central administration signed their 2017/2018 performance contract, which is in line with the 14<sup>th</sup> cycle performance contracting guidelines which resonate with the public expectations, demonstrates progressive achievement of Vision 2030 targets, benchmarks with international best practices and is fully aligned to the University strategic plan and approved budgets.

Since 2005, the University of Nairobi, through the University Council has been on performance contract with the government through the Ministry of Education, Science and Technology. The University is therefore expected to achieve and surpass the set targets.